



**LUCAS COUNTY INFORMATION SERVICES
2017 ANNUAL REPORT**

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

Respectfully Submitted

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

April 12, 2018

**2017 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 12, 2018

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 2017. 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 2017, the Lucas County Data Processing Center/Information Services provided services to the following entities:

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

Sanitary Engineer's Office
Sheriff – Civil Branch
Sheriff's Office/Jail
Soil and Water Conservation
Solid Waste Management
Support Services
Treasurer's Office
Vehicle Maintenance
Veterans Services
Waste Water Treatment
Work Release
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 continues to work with previously allocated Capital Improvement Project (CIP) funds to continue 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.

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.

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 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, contract management, inventory of equipment, capital assets and software, budgetary management, human resource and payroll administration as well as general support for the Data Processing Board and management of the LCIS Help Desk and Lucas County web site. The LCIS 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 Lucas County website. 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 2017

- Provided general administrative, HR and payroll support for LCIS managers and staff.
- Administrative Staff responded to 1260 work orders including
 - 685 password resets,
 - 87 PeopleSoft Financial support,
 - 332 CivicPlus,
 - 117 LC Applications,
 - 39 general end user support work orders.
- Provided first response end user work order support.
- Coordination of the inventory and documentation for capital assets, department inventory and obsolete equipment for LCIS.
- Standardized electronic forms via Adobe Acrobat for LCIS and county end users.
- Oversight, review and management of Help Desk activities and work orders for quality control.
- Developed draft of Help Desk Error Policy to define customer service training needs.
- Provided assistance to agencies in compiling documentation for PC replacements via the PC ACQ program.
- Drafted IT purchasing policy/procedures to streamline IT purchasing for county agencies.
- Reviewed and maintained support contracts for enterprise equipment/software and for Real Estate software and hardware.
- 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 and ERP Steering Committee.
- Provided ongoing support for ERP Implementation and county process analysis initiatives.
- Reviewed and updated Departmental Employee Policies and Procedures.
- Reviewed and updated LCIS position descriptions to reflect a uniform format and align with current tasks.
- Completed CivicPlus user audit to update all active users in the system.
- Completed web page audit of all county web pages and communicated needed changes to agency contacts.
- Completed CivicPlus web site upgrade, including training of county users on the new system. New web site went live on 6/7/2017.
- Implemented Google Analytics on the Lucas County Web Site 2/10/2017
- Updated and enhanced Visitors and How Do I pages on county web site.
- Oversight, review and maintenance of departmental budget as approved for 2017.
- Development and planning for 2018 departmental budget and goals.

Goals for 2018

- Provide ongoing quality support and training for county CivicPlus users.
- Complete annual CivicPlus web page and user audits for all county agencies.
- Update and enhance Visitor web pages on county web site.
- Draft self-service initiatives via Help Desk web pages.
- Enhancement of Help Desk support for PeopleSoft Financials, Microsoft Office products, GroupWise, LC Applications and CivicPlus.
- 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 2018.
- Development and planning for 2019 departmental budget and goals.
- Continue to focus on cost containment and meeting budgetary requirements.
- Develop streamlined access form and procedures for new and released county employees to facilitate the process for county agencies.
- Complete updates to LCIS position descriptions to reflect a uniform format and align with current tasks.
- Continue to implement and assist with 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 & 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 implementations 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 2017

- Responded to 1,382 HCM work orders as well as 185 work orders relating to SCM during 2017.
- Completed tax and regulatory updates for HCM (Tax Update 17A-17E) and SCM (1099 Annual Update).
- Completed required updates (ACA RS17A01, RS17A03) by Rimini Street regarding business reporting and processing requirements for the Affordable Care Act.
- Provided production support for HCM modules including Human Resources, Payroll, Time & Labor, Benefits Administration, Self-Service, and Security.
- Provided production support for SCM modules including Account Payables, Purchasing, General Ledger, Commitment Control, and Security.
- Provided year-end support for SCM including PO Rollover, year-end processing, and audit functions.
- Provided year-end support for HCM including W2, year-end processing, CAFR, and audit functions.
- Provided support for departments with third-party time capture solutions and integration with HCM.
- Provided technical support for the Benefits & Wellness department regarding the benefits on-line open enrollment.
- For the 2017 PeopleSoft SCM year-end PO roll process, LCIS customized the application that enabled the business owner/end user to complete the PO roll process themselves. This change streamlined the year end process and made it more efficient.
- The ERP Steering Committee has been meeting on a monthly basis for the entire year. The committee recommended to the executive sponsors that Lucas County proceed to the Oracle Cloud ERP solution. Additionally, Government Finance Officers Association (GFOA) was contracted to provide Lucas County in completing business process analysis, recommendation of core business centralization, change management plan, ITB creation, and vendor selection for implementation services to the Oracle Cloud solutions.
- Assisted the Sheriff's department with the implementation of a time capture and scheduling system.

Goals for 2018

- The ERP Steering Committee will contract with a vendor to provide project management consulting services of the migration and implementation from PeopleSoft 8.9 to the Oracle Cloud solutions.
- The ERP Steering Committee along with Process improvement teams (PIT) will continue to meet to validate the current and future business processes workflows. Reengineering of such processes will be completed where deemed necessary to accomplish business efficiencies. The ERP Steering Committee will also make recommendation to the Executive Sponsors for improved county policies, procedures, consolidation of business functions to accomplish business efficiencies.
- The ERP Steering Committee and GFOA will complete a request for proposal (RFP) seeking professional implementation consulting services for the Oracle Cloud solutions. The vendor's proposals will be reviewed, vendors interviewed, and a scoring matrix completed. The top three vendors will be selected and the committee will make the final selection. The goal is to start the Oracle Cloud migration/implementation within the fourth quarter of 2018.
- Complete tax and regulatory updates for HCM and SCM.
- Continue to implement new business reporting and processing requirements for the Affordable Care Act.

- Continue to provide production support to Human Resources, Payroll, Benefits, and Time & Labor, Self-Service, Security, Technical, and year-end processing and auditing functions.
- Provide ongoing consultancy and programming support for 1099, year-end, budget and accounting issues, requisitions, purchase orders, vouchers, and warrants.
- Recommend that experienced business owners/super users for requisitions and purchasing be identified. They would be responsible for functional issue resolution and provide end user training for the respective business functions.

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 2017

- Created 18 ad-hoc reports and resolved break fix issues for the tax accounting system.
- Provided heavy support for tax billing and collections cycles.
- Responded to 306 new work orders and completed a total of 299 new/pre-existing work orders during 2017.
- Supported the Auditor's Office during the early stages of the Sexennial Revaluation.

Goals for 2018

- Continue our efforts of becoming proficient with iasWorld software in support of on-going needs of the business.
- 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.
- Support the Auditor's Office with the Sexennial Revaluation.
- 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 2017

- Created screens and modified security in PeopleSoft financials to allow the Chief Deputy Auditor to complete the year end rollover more independently of LCIS.
- Completed testing and planning of the OnBase 15 upgrade.
- Enhanced the Time Off request application to improve usability.
- Enhanced the Dog Tag internal and public facing applications to improve usability.
- Enhanced the public facing dog tag application to allow agencies to submit orders directly into the internal system.
- Provided significant support for the dog tag application.
- Enhanced our project tracking and documentation software so that it can be used by different departments independently, as well as made additional usability enhancements.
- Retired the KnowledgeBase application by migrating its functionality to the project tracking software HoursNET.
- Enhanced the application used by the engineers to display documents to allow searching by additional fields
- Removed a third party, paid license based, extension from eight applications used by the Courts and Auditor's office by converting them to internally developed code.
- Added the google translate widget to all public facing applications to allow users to easily translate the content of the pages to a language of their choice.
- Began process of setting up the prosecutor's office in OnBase to allow them to scan in Victim Intake Sheets initially.
- Enhanced the document e-delivery application used by the courts to allow them to troubleshoot it quicker.
- Enhanced the Special Warrants application to allow the importing and reporting of the Social Security Number in the OPERS non-contributing report.
- Responded to 32 new work orders for our imaging software and 122 new work orders for custom applications.
- Began development in the Time Off application to allow importing a file of Time Off requests into our PeopleSoft Human Capital Management application. That process is currently being done manually.
- Completed the update of the Pay In application to allow agencies submitting pay ins to do it directly within the application.
- Completed the migration of databases to the new SQL server.
- Train four additional developers/analysts to provide support for custom applications as well as ERP applications.

Goals for 2018

- Upgrade the redaction server used for documents scanned into OnBase.
- Complete the upgrade of OnBase version 15.
- Allow dog owners to complete dog transfers, request duplicate tags, and renew dangerous dog certificates online.
- Implement a document e-delivery application for the criminal division of the courts.
- Standardize the dog fur colors that are entered by the public and internal users when registering their dogs for tags.
- Continue removing third party extensions from five custom applications by converting to internally developed code.
- Improve the process of the daily reconciliation of orders and billing agencies in the dog tag application.
- Provide excel versions of the five custom PeopleSoft financials reports.

- Complete setting up the prosecutors to be able to scan Victim intake sheets into OnBase.
- 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.
- Allow office managers to generate a report from the TimeOff application to be loaded into PeopleSoft Time & Labor instead of manually entering records.
- Continue converting application reports to SSRS (SQL Server Reporting Services).
- Implement OnBase for the Treasurer's office.
- 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 2017 this group was responsible for the completion of over 3,200 work requests and the following mission critical infrastructure:

- Three HP3000 Mid-frame
- One Intel Novell Print and file Server
- Three Windows Domain controllers
- Seven Suse Linux Enterprise Servers
- Eleven Micro Focus GroupWise mail and post office servers
- Sixty Microsoft Windows Servers
- Eighty-eight VMWare Virtual Servers
- Fourteen VMWare Host servers
- Two Hundred and Twenty Four 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 Lucas 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 2017 – Networking Team

- Completed 3,284 requests for desktop technical support.
- Maintained Email flow via the Email Security Appliance and GroupWise.
- Maintained Internet Security via the Web Security Appliances.
- Continued to assist Tyler network and remote needs.
- Completed the migration of devices off the legacy network except for a handful of devices such as the HP 3000.
- Removed the old core routers from the network.
- Replaced legacy physical Active Directory Server with a new physical Active Directory Server.
- Migrated Facilities server/user files to the enterprise file server.

- Replaced our email retention server.
- Implemented a 5 year email retention policy for GroupWise and Retain.
- Expanded the Malwarebytes installation County Wide, which is directly supported by LCIS, thus increasing our malware defenses combating Cryptoware and Ransomware.
- Initiated deployment of Windows 10.
- Upgraded GroupWise 2012 to GroupWise 2014R2 and re-tooled the GroupWise system increasing system reliability and uptime.
- Replaced the Cisco ACS Server with Cisco Identity Services Engine (ISE).
- Continued to support the Symantec Server and 1800 user Endpoint Client software installations.
- Deployed a new PC/device inventory software.
- Installed a networking core emergency network to communicate with the core equipment should a network emergency occur.
- Assisted the Auditor in the purchase and deployment of high end printers for check printing.
- Expanded the wireless network for Board of Elections.
- Assisted the Board of Elections to utilize the wireless network for the wireless poll books.
- Assisted the Board of Health in the deployment of a site-to-site VPN Tunnel.
- Expanded wireless at Court of Appeals.
- Replaced the DMZ network switches.
- Assisted Lucas County Engineer in the deployment of a site-to-site VPN Tunnel.
- Deployed fiber at the Lucas County Jail to support the Guard Tour wireless network.
- Deployed 2 switches and 21 access points for the Lucas County Jail Guard Tour Project.
- Migrated the Lucas County Law Library to the Lucas County Network.
- Expanded the Lucas County Wireless Network to the Lucas County Law Library.
- Assisting with the Commissioner Telecom Project.
- Expanded the Lucas County Wireless Network to Vehicle Maintenance.
- Assist the Onbase team in deployment and testing of the latest Onbase software.

Key Projects and Accomplishments 2017 – 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.
- Deploy new Storage Area Network (SAN) to provide increased storage and reliability
- Deploy 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
- Support the Treasurer's Unisys servers in a virtual environment
- Reconfigure large storage array to support additional storage needs.
- Support PeopleSoft development environments for Rimini/Oracle HRMS software support
- Upgrade existing Virtual Hosts and environment
- Planning for rebuilding the server networking infrastructure

Goals for 2018 – Networking Team

- Maintain high level of responsiveness to desktop support requests.
- Continue to replace Windows 7 with Windows 10 desktops.
- Deploy a new network for CTF Honor Camp.

- Deploy Lucas County Guest Wireless to the existing wireless infrastructure.
- Maintain high level of network availability.
- Continue to upgrade all uninterruptible power supplies to ensure continuity during electrical power disruptions.
- Continue to replace network switch closet gear to ensure higher networking speeds coupled with consistent uptimes.
- Continue to expand wireless coverage.
- Upgrade Micro Focus GroupWise 2014R2 to Micro Focus GroupWise 2018.
- Assist in expanding the Lucas County Network at Lucas County Road Engineer complex.
- Assist in setup/deployment of high end CAD workstations for Lucas County Road Engineer.
- Extend the Facilities Building Controls Network to Court of Appeals.
- Replace Water Resource Recovery Facility end of life file server with a new file server.
- Replace Sanitary Engineer Novel server with a current Windows file server.
- Validate and test Microsoft Office 2016.
- Install fiber at Common Pleas connecting all wiring closets to a 20 GB network backbone.
- Deploy new switch gear at Common Pleas.
- Expand the Lucas County Wireless network to Common Pleas.
- Deploy fiber at Juvenile to support 20 GB network backbone.
- Expand the Lucas County Wireless network to Juvenile.
- 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.

Goals for 2018 – Data Center Team

- Deployment of new Geographic Information System (GIS) server to provide software enhancements and increased capabilities.
- Assist with the upgrade of the tax accounting system and integration of electronic filing capabilities.
- Implementation/project support of the Recorder's server upgrade
- Maintain the quality of service expected by our customers through 2018.
- Evaluate all servers for End of Life and refine the upgrade schedule.
- Utilize existing equipment to enhance automatic fail-over between data centers to ensure continuity of operations during power outages or loss of building access for either datacenters.
- 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.

**Lucas County Information Services
Members of Lucas County Automatic Data Processing Board
Conclusion of 2017**

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

Lucas County Information Services

Division Staff (As of 12/31/2017)

Management Staff

Jason Gears	Director
Ron Heinold	Assistant Director – Enterprise Software
<i>Vacant</i>	<i>Assistant Director – Enterprise Infrastructure</i>
Gianni Carrero	Applications Development Team Lead – Enterprise Solutions
Karen Schnitkey	Office Manager
Jeremy Burnat	Network Services Team Lead
Michael Swaile	Computer Operations Team Lead
Brad Manders	Applications Team Lead – Real Estate and Taxation

Applications Staff

Udaya Sharma	Application Systems Analyst – Enterprise Solutions
Shawn Russell	Application Systems Analyst – Enterprise Solutions
Michelle Weiss	Application Systems Analyst – Document Imaging
Sandra Lewandowski	Application Systems Analyst – Document Imaging
Gary Garbers	Applications Systems Analyst – Real Estate and Taxation
Scott Geffe	Sr. Application Systems Analyst – Tax Accounting and Collections
<i>Vacant</i>	Application System Analyst – Tax Accounting and Collections
James Volschow	Sr. Application Systems Analyst – ERP
Karen Peck	Application Systems Analyst – ERP

Operations Staff

Alan Mason	Sr. Computer Operations Analyst
Kory Koepfer	Computer Operations Analyst
Bruce Stykemain	Computer Operations Analyst II
<i>Vacant</i>	Database Administrator

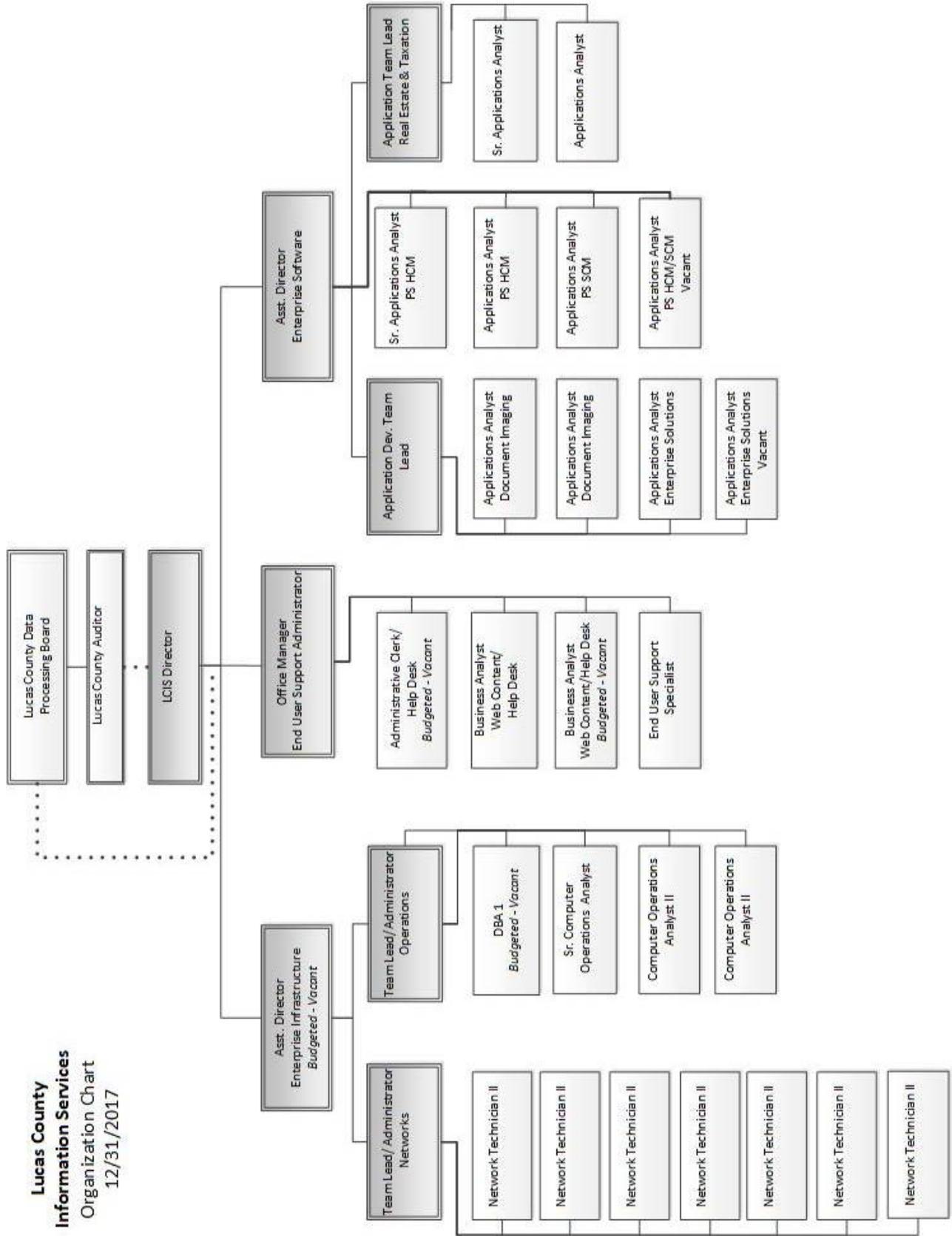
Network/Client Support Staff

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

Administrative Support Staff

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

**Lucas County
Information Services
Organization Chart
12/31/2017**



Lucas County Information Services

Operational Budget – Appropriated

	2012	2013	2014	2015	2016
Salaries	\$1,419,451	\$1,353,432	\$1,357,615	\$1,402,702	\$1,537,378
Opers	\$196,909	\$189,480	\$189,092	\$194,628	\$218,726
Fica	\$18,594	\$18,498	\$18,199	\$20,339	\$22,654
Wkrs Comp					
Health Ins.					
Allowances	\$2,970	\$3,300	\$5,760	\$3,366	\$2,640
Contract Services	\$530,551	\$187,060	\$189,751	\$183,600	\$191,823
Contract Repairs	\$93,739	\$8,600	\$7,058	\$7,140	\$8,000
Professional Services	\$415.55	\$600	\$500	\$510	\$500
Fees					\$500
Supplies	\$8,500	\$2,700	\$4,105	\$2,754	\$3,000
Office Supplies		\$1,900	\$3,498	\$2,040	\$2,000
Postage	\$100	\$100	\$100	\$102	\$50
Gasoline	\$200	\$200	\$142	\$204	\$100
Advertising & Printing		\$1,000	\$500	\$510	\$500
Copying	\$50	\$50	\$50	\$51	\$50
Telecommunications	\$28,000	\$25,000	\$22,000	\$22,440	\$21,900
Training	\$10,000	\$12,500	\$9,460	\$12,750	\$8,500
Miscellaneous	\$3,686.28	\$500	\$500	\$510	\$0
Equipment	\$75,000	\$29,700	\$7,402	\$14,280	\$12,000
Equipment Parts		\$2,000	\$2,000	\$2,040	\$1,200
Software & Support		\$402,676	\$467,291	\$445,740	\$546,591
Total	\$2,388,594	\$2,238,996	\$2,285,023	\$2,315,706	\$2,578,452

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

Lucas County Information Services

Operational Expenses

	2012	2013	2014	2015	2016
Salaries	\$1,346,166	\$1,291,690	\$1,357,615	\$1,342,054	\$1,500,389
Opers	\$186,781	\$181,281	\$189,092	\$185,891	\$201,071
Fica	\$17,483	\$17,155	\$18,199	\$18,222	\$20,754
Wkrs Comp					
Health Ins.					
Allowances	\$2,970	\$3,120	\$3,120	\$4,080	\$1,200
Contract Services	\$501,228	\$200,109	\$185,801	\$177,786	\$205,864
Contract Repairs	\$85,672	\$7,665	\$7,198	\$5,097	\$7,895
Professional Services	\$415	\$442	\$476	\$468	\$0
Supplies	\$8,099	\$2,268	\$2,677	\$1,933	\$3,200
Office Supplies		\$2,027	\$1,605	\$2,671	\$2,890
Postage	\$15	\$13	\$12	\$21	\$3
Gasoline	\$0	\$41	\$0	\$10	\$0
Advertising / Printing	\$428	\$110	\$305	\$415	\$0
Copying	\$0	\$0	\$0		\$0
Telecommunications	\$22.58	\$21,203	\$21,376	\$20,588	\$23,783
Training	\$6,065	\$11,716	\$9,334	\$10,312	\$4,700
Miscellaneous	\$180	\$192	\$165	\$500	\$0
Equipment	\$54,579	\$26,240	\$3,353	\$20,738	\$11,302
Equipment Parts		\$2,742	\$2,198	\$1,943	\$959
Software & Support		\$407,704	\$458,082	\$503,456	\$538,796
Total	\$2,232,656	\$2,175,718	\$2,260,608	\$2,296,185	\$2,522,806

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