

Annual Report

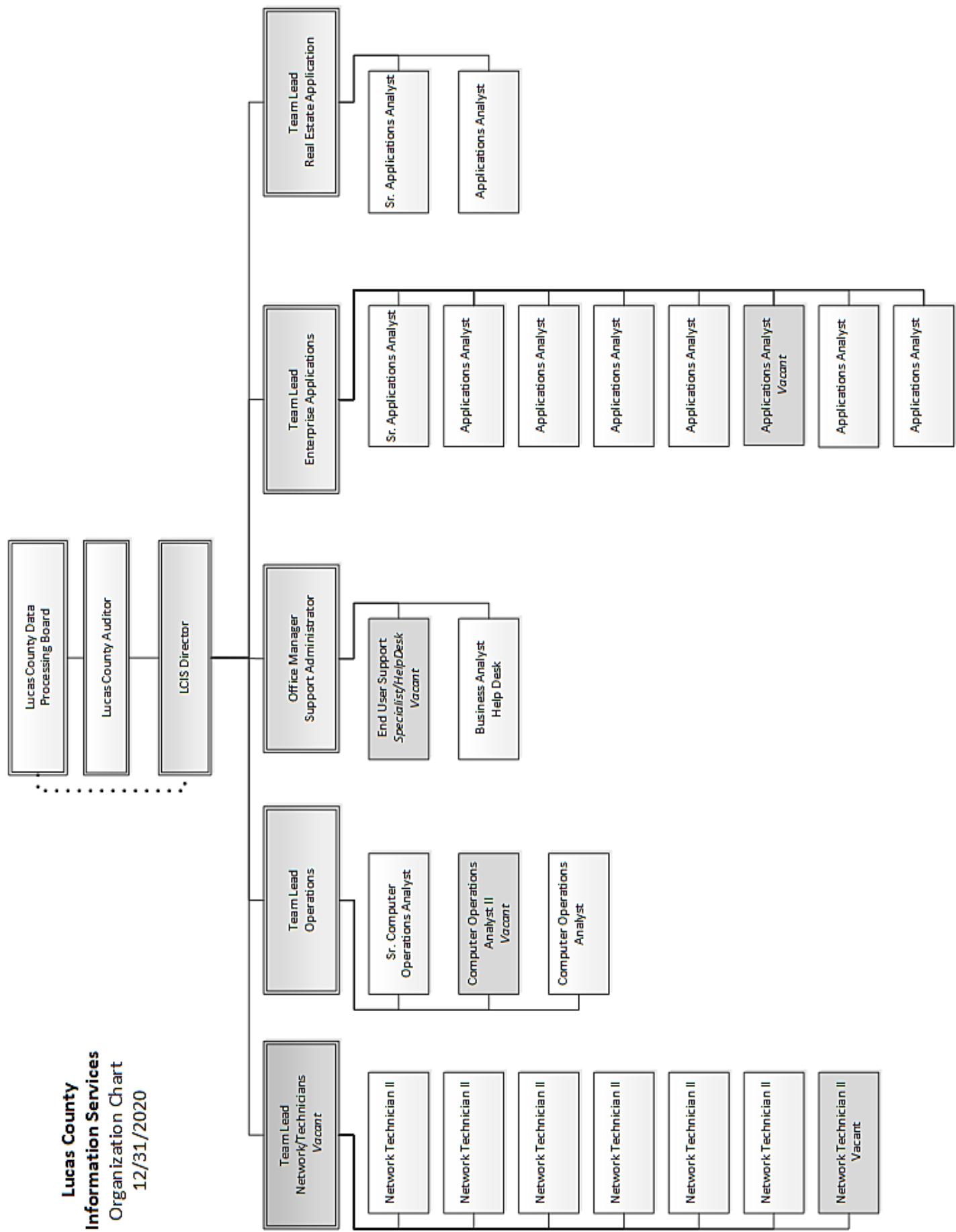
Lucas County Information Services

2020



LUCAS COUNTY DATA PROCESSING BOARD MEMBERS

Ms. Anita Lopez	Auditor, Secretary of the Board
Mr. Gary Byers	County Commissioner
Ms. Lindsay Webb	County Treasurer
Judge Gary Cook	Common Pleas Court
Mr. Bernie Quilter	Clerk of Courts
Mr. Phil Copeland	County Recorder
Mr. Timothy Monaco	Board of Elections
Ms. Laveria Scott	Board of Elections
Judge David Lewandowski	Domestic Relations Court
Mr. Mike Pniewski	County Engineer



Lucas County Information Services Staff

Management / Administrative Team

Alex Armstrong	Director
Karen Schnitkey	Office Manager

Enterprise Software Team

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
Michelle Weiss	Application Systems Analyst
Jeremiah Bauerschmidt	Application System Analyst
Scott Geffe	Sr. Application Systems Analyst

Data Center Team

Kory Koepfer	Data Center Team Lead
Alan Mason	Sr. Computer Operations Analyst
Joshua Marks	Computer Operations Analyst

Network/Client Support Team

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
Kevin King	Network Services Technician II

Administrative Support Team

Karen Ramsey	Business Analyst/Help Desk
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LUCAS COUNTY

Information Services



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.

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.

Under administrative oversite of the Lucas County Data Processing Board and Lucas County Auditor, the LCIS Director aligns IT objectives and programs to Lucas County objectives and strategies. The Director's primary role is to plan and implement IT initiatives, establish and enforce IT policies and procedures for on-going support, and to maximize return on investment in IT technologies through shared services and partnerships. The following teams operate under the direction of the LCIS Director:



Network Technology:

Daily focus is providing end user hardware and software support as well as access to data storage, deployment and management of our secured networks.



Data Center:

Tasked with providing and managing data storage for the enterprise as well as ensuring each agency has continuous access to appropriately shared data, and ensuring data redundancy/recoverability.



Enterprise Software:

The systems and 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.



Administration:

Daily focus is with purchasing, contract management, human resource, payroll, web site, help desk support and administrative functions to streamline the department to operate efficiently and productively.

The Network Technology Team

Key Accomplishments in 2020

- ✓ Responded to 3158 requests for desktop technical support
- ✓ Installed 461 desktops and 332 laptops/tablets
- ✓ Maintained Internet Security via the Web Security Appliances
- ✓ Upgraded MicroFocus GroupWise software
- ✓ Assisted with the County Telecom Project
- ✓ Replaced PCs via the PC Upgrade Project
- ✓ Deployed Guest Wireless
- ✓ Assisted the Board of Elections with the State Network Security Directives
- ✓ Maintained exemplary service and support during the pandemic environment

Goals and Initiatives for 2021

- ✓ Upgrade uninterruptible power supplies (UPS) to ensure continuity during power disruptions
- ✓ Replace network access points
- ✓ Expansion of Web Security Appliance hardware
- ✓ Implementation of HTTPS filtering/decryption
- ✓ Migration of Novell server to Windows server platform
- ✓ Expand wireless coverage
- ✓ Increase bandwidth
- ✓ Assist with agency moves and deployment of network
- ✓ Migrate users from local admins to power users
- ✓ Upgrade PC's via the PC Acquisition process

The Data Center Team

Key Accomplishments in 2020

- ✓ Deployment and configuration of new servers for tax accounting system servers/software upgrade
- ✓ Support and co-location services for the backup of the new county wide telecom system
- ✓ Supported the encrypted file transfer solution for the Oracle Cloud Financials System
- ✓ Assistance to implementation team for the ERP Upgrade Project
- ✓ Assisted PeopleSoft team with Tax Updates and ACA transfers
- ✓ Implemented a stand-alone virtual lab environment for server/software upgrade testing
- ✓ Decommissioned legacy servers
- ✓ Maintained exemplary service and support by responding to after hours and weekend emergencies and upgrades.

Goals and Initiatives for 2021

- ✓ Deployment of new Geographic Information System (GIS) servers Replace network access points
- ✓ Assist courts with server OS and database upgrade
- ✓ Upgrade Microsoft SQL Server environment
- ✓ Maintain existing equipment and upgrade and deploy new hardware
- ✓ Deploy new virtual hosts and servers
- ✓ Upgrade and replace the permanent emergency generator
- ✓ Deploy auto-backup supplemental AC

The Enterprise Software Team

Key Accomplishments in 2020

- ✓ Supported the Oracle Financials system that went live in early 2020
- ✓ Completed tax and regulatory updates for HCM and SCM
- ✓ Completed updates regarding business reporting and processing requirements for the Affordable Care Act.
- ✓ Enhanced Online Dockets
- ✓ Updated the TimeOff and Dog Tag applications
- ✓ Migrated applications from the old internal web server to the new internal web server.
- ✓ Upgraded the OnBase redaction server
- ✓ Maintained exemplary service and support during the pandemic environment

Goals and Initiatives for 2021

- ✓ Collaborate with the implementation partner in HCM upgrade project
- ✓ Assist with the completion of tax and regulatory updates for PeopleSoft HCM
- ✓ Continue to support the implementation of the Oracle Cloud HCM application
- ✓ Implement dual factor authentication for Oracle environments
- ✓ OnBase software upgrade
- ✓ Complete OnBase API Certification
- ✓ Continue migrating applications to the new web servers

The Administrative Team

Key Accomplishments in 2020

- ✓ Completed quotes, review and approval of 143 checklists for county IT purchases
- ✓ Maintained web page audits of all county web pages and assisted agencies with web page updates
- ✓ Created and published website newsletter to educate and inform county web site content editors
- ✓ Developed and implemented pandemic safety protocols for office and staff
- ✓ Enabled HTTPS to be seen by forcing SSL for all county web pages
- ✓ Began web site upgrade project for County Engineer
- ✓ Developed work order standards policy and procedures for LCIS teams to promote efficiency and improve the customer's experience
- ✓ Began reorganization and inventory of LCIS bench room

Goals and Initiatives for 2021

- ✓ Complete annual CivicPlus web page and ADA compliance audit
- ✓ Continue to develop and update Departmental Policies and Procedures including IT Purchasing and PC Acquisition policies
- ✓ Complete Engineer web page upgrade project
- ✓ Hire and onboard new Admin Support, Operations, Network and Enterprise software staff
- ✓ Create System Status Update web page
- ✓ Implement work order standards policy for LCIS teams
- ✓ Assist in State of Ohio IT Audit
- ✓ Reorganization and inventory of LCIS bench room



2020 Budget Development

LCIS senior staff continue to evaluate the financial resources needed in order to enable cost containment throughout Lucas County and its agencies by placing an emphasis on information technology solutions delivered on an enterprise level.

2020 presented a new set of challenges with the world wide pandemic and subsequent budget cuts across Lucas County. Despite these financial constraints and cuts, LCIS was able to continue to provide a high level of service to Lucas County agencies. The following outline presents the steps that LCIS senior management utilized in the development and management of our 2020 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.
- Leverage enterprise-class solutions whenever possible to ensure future scalability and flexibility to allow for more agile environments and reduction of duplicated effort.
- Leverage supplier relationships to take advantage of lowest cost support and equipment pricing.
- Several team positions were left vacant for the 2020 year in order to meet budget cuts.

Lucas County Information Services

Operational Budget

	2017	2018	2019
Salaries	\$1,622,218	\$1,626,631	\$1,652,897
Operers	\$235,014	\$222,713	\$231,406
Fica	\$24,341	\$22,280	\$23,967
Allowances	\$2,640	\$2,820	\$2,640
Allowances - Mileage	\$10		\$0
Contract Services	\$264,735	\$196,045	\$195,225
Contract Repairs	\$10,250	\$13,250	\$10,800
Professional Services	\$500	\$650	\$650
Fees	\$500	\$280	\$100
Supplies	\$2,990	\$1,943	\$2,000
Office Supplies	\$2,000	\$2,495	\$2,000
Postage	\$50	\$50	\$30
Gasoline	\$100	\$100	\$50
Advertising & Printing	\$500	\$249	\$200
Copying	\$50	\$50	\$0
Telecommunications	\$25,000	\$25,200	\$27,000
Training	\$22,500	\$9,821	\$4,550
Miscellaneous	\$0	\$0	\$0
Equipment	\$40,000	\$0	\$2,500
Equipment Parts	\$2,000	\$1,684	\$1,000
Software & Support	\$510,731	\$570,305	\$624,760
Total	\$2,766,129	\$2,696,566	\$2,781,775

Lucas County Information Services Operational Expenses

	2017	2018	2019
Salaries	\$1,556,356	\$1,626,631	\$1,680,927
opers	\$217,448	\$222,713	\$231,714
Fica	\$21,439	\$22,281	\$23,010
Allowances	\$2,640	\$2,820	\$1,488
Allowances - Mileage	\$10	\$0	\$19
Contract Services	\$188,522	\$184,394	\$275,845
Contract Repairs	\$6,260	\$8,040	\$13,815
Professional Services	\$392	\$648	\$650
Supplies	\$2,757	\$2,221	\$1,627
Office Supplies	\$1,482	\$2,407	\$2,827
Postage	\$25	\$11	\$12
Gasoline	\$0	\$0	\$0
Advertising / Printing	\$165	\$55	\$55
Copying	\$0	\$0	\$0
Telecommunications	\$20,289	\$24,927	\$12,679
Training	\$9,015	\$9,737	\$5,531
Miscellaneous	\$0	\$0	\$0
Fees	\$97	\$234	\$40
Equipment	\$14,705	\$0	\$50,721
Equipment Parts	\$327	\$1,683	\$925
Software & Support	\$523,106	\$569,320	\$466,005
Total	\$2,565,035	\$2,678,122	\$2,767,890

By The Numbers

6689	{	• 2020 Work Orders
838	{	• Oracle Support Orders
793	{	• PCs/Laptops Installed
143	{	• Purchasing Checklists
22	{	• LCIS Employees

2020 Work Orders

Work Area	Total
Admin	25
End User Support	854
Web Site Support	154
HCM	1069
Financials	872
Applications	275
Data Center	108
Networking	3158
Taxation	174
Total	6689

2020 Work Orders By Agency

<u>Agency</u>	<u>Hours</u>	<u>Total</u>
Adult Probation	94.89	79
Appeals Court - Sixth District	150.29	68
Auditor	3016.7	492
Auditor - Real Estate Division	866.69	172
BDD	159.19	129
Board of Commissioners	227.1	131
Board of Developmental Disabilities	114.45	35
Board of Elections	307.05	226
Board of Health	354.82	354
Building Regulation	51.49	31
Centralized Drug Testing	2.26	5
Child Support Enforcement Agency	15.6	20
Children Services Board (CSB)	832.14	318
Clerk of Courts	1086.43	182
Coroner	20.42	14
Correctional Treatment Facility	70.28	95
County Engineer	320.04	199
County Jail	2.47	5
Court Services, Common Pleas Court	1063.88	398
Dog Warden	107.77	97
Domestic Relations Court	592.58	88
Electronic Monitoring	21.66	17
Emergency Management Agency	51.41	19
Emergency Medical Services (EMS)/910	62.28	63
Employee Benefits/Wellness	38.9	45
Enterprise	17702.69	347
Facilities	78.33	103
Family Council	102.38	21
Human Resources	95.54	180
Information Services	364.26	192
Jail/Corrections Center	22.1	24
Job and Family Services	220.08	216
Juvenile Court	599.8	427
LandBank	28.66	29
Law Library	26.12	15
Mental Health Recovery	40.73	27
Office of Management & Budget	592.88	169
Olander Park	6.56	14
Planning and Development	140.55	116

Pre-Sent./Pre-Trial/Prob	81.24	49
Probate Court	82.88	38
Prosecutor	204.08	179
Recorder	28.73	35
Regional Court Services	21.94	11
Sanitary Engineer	122.99	65
Sheriff	316.62	369
Sierra Cedar	286.4	42
Soil and Water Conservation District	60.16	49
Solid Waste	47.02	51
Support Services	1078.72	173
Treasurer	782.67	187
Veteran Services	17.94	20
Wastewater Treatment Plant	26.15	37
Work Force Development	1	1
Work Release	3.31	5
Youth Treatment Center	38.73	33
Totals	32852.05	6506