

# Annual Report

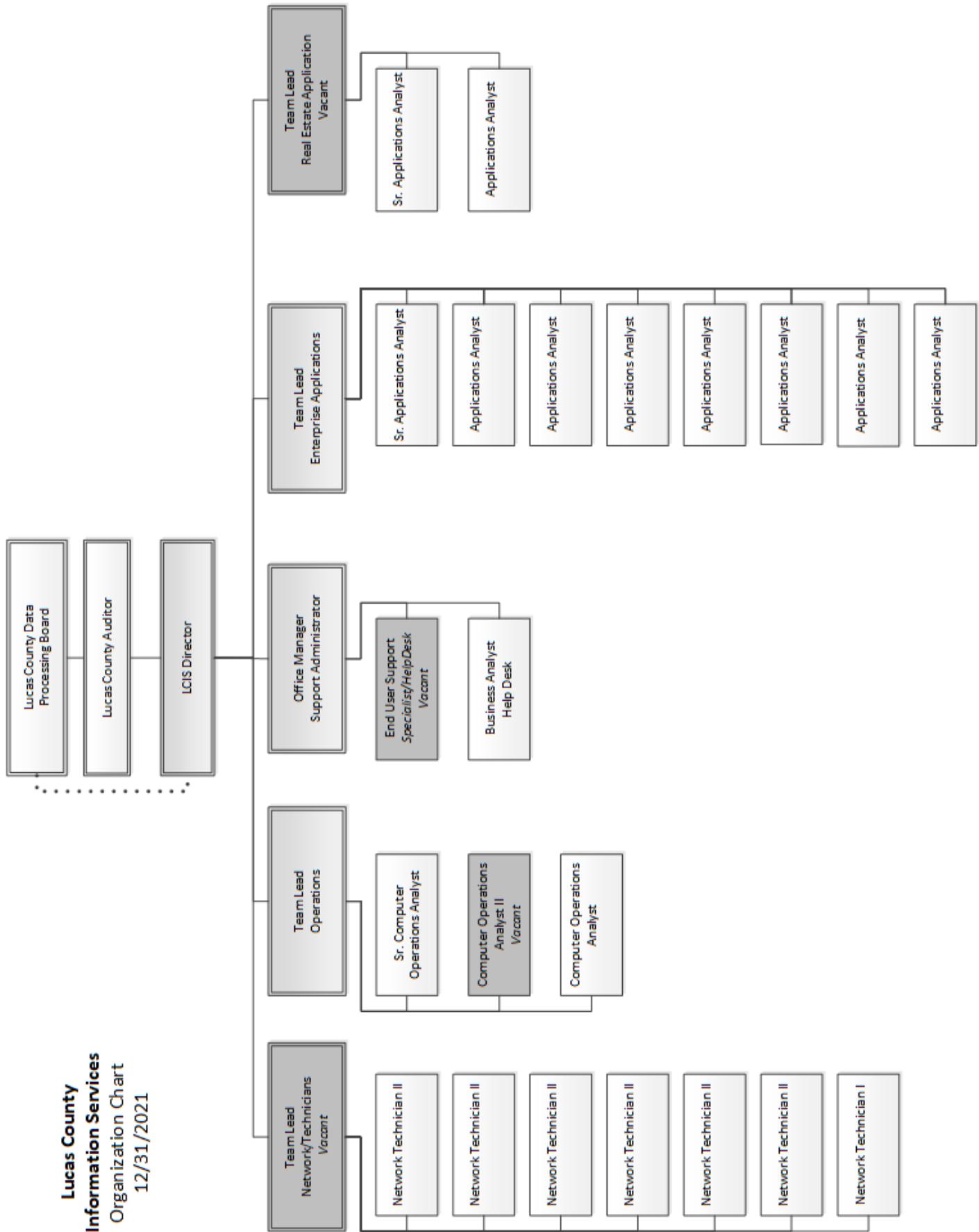
Lucas County Information Services

2021



## LUCAS COUNTY DATA PROCESSING BOARD MEMBERS

<b>Ms. Anita Lopez</b>	<b>Auditor, Secretary of the Board</b>
<b>Mr. Gary Byers</b>	<b>County Commissioner</b>
<b>Ms. Lindsay Webb</b>	<b>County Treasurer</b>
<b>Judge Ian English</b>	<b>Common Pleas Court</b>
<b>Mr. Bernie Quilter</b>	<b>Clerk of Courts</b>
<b>Mr. Michael Ashford</b>	<b>County Recorder</b>
<b>Mr. Timothy Monaco</b>	<b>Board of Elections</b>
<b>Ms. Laveria Scott</b>	<b>Board of Elections</b>
<b>Judge David Lewandowski</b>	<b>Domestic Relations Court</b>
<b>Mr. Mike Pniewski</b>	<b>County Engineer</b>



## 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 Systems Analyst
Scott Geffe	Sr. Application Systems Analyst
Luis Martinez	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
Chrissy Hart	Network Services Technician I

### 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.

### LCIS Diversity and Equity Statement

LCIS is committed to fostering diversity and inclusion at all levels of our agency. It is a cornerstone of our values of high performance, integrity, trust, partnership, and protecting people and the infrastructure. We understand and support that hiring and retaining individuals with an array of talents, ideas and experiences propels the innovation that drives our success. A diverse workforce and inclusive culture help us strengthen processes and inspire creative solutions. We believe the attention given to diversity and inclusion enables us to be more agile, trustworthy and innovative.

## LCIS Director

**Under administrative oversight 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:**



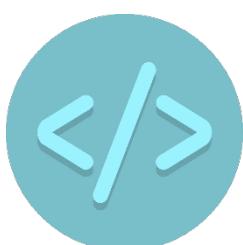
### Network Technology:

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 building, maintaining, monitoring and securing datacenter(s), its servers and equipment resources, and provide data redundancy/recoverability as necessary.



### 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:

Responsibilities include fiduciary, contract management, HR, payroll, project management, assist with agency IT purchasing needs, maintain help desk and administrative functions to streamline the department to operate efficiently and productively.

## The Network Technology Team

### Key Accomplishments in 2021

- ✓ Responded to 3683 requests for technical support
- ✓ Installed 196 desktops and 242 laptops/tablets
- ✓ Maintained Internet Security via the Web Security Appliances
- ✓ Completed first phase of Active Directory Password security
- ✓ Completed first phase of Shared Services network design and implementation
- ✓ Replaced PCs and monitors via the PC Upgrade Project
- ✓ Assisted with the implementation of security awareness training program
- ✓ Assisted the Board of Elections with State Network Security Directives
- ✓ Deployed guest wireless for non-Lucas County employees
- ✓ Deployed wireless access for Sheriff staff in the Domestic Relations Court
- ✓ Increased security for the FTP connection
- ✓ Completed standing up the new data center fabric

### Goals and Initiatives for 2022

- ✓ Continue to expand wireless coverage
- ✓ Increase security standards with MFA on VPN
- ✓ Increase network security across the county network
- ✓ Begin second phase of Active Directory Password security
- ✓ Upgrade network cameras, expand access points, plan MDF/IDF wall jack labeling
- ✓ Expansion of Web Security Appliances and continued implementation of HTTPS filtering/decryption
- ✓ Continue migration of Novell server shares to Windows server platform
- ✓ Complete second phase of Shared Services network design and implementation
- ✓ Continue implementation of JFS Public Wi-Fi access at Shared Services
- ✓ Continue to replace PCs and monitors via the PC Upgrade Project
- ✓ Assist in the planning and deployment of a new county email system
- ✓ Investigate Mobile Device Management solutions for the Enterprise
- ✓ Continue to assist Board of Elections with State Network Security Directives.

## The Data Center Team

### Key Accomplishments in 2021

- ✓ Assisted engineers with the planning and design of new LCIS datacenter
- ✓ Deployed new Geographic Information System (GIS) servers for both auditor and engineers departments and assisted in upgrades to provide additional software capabilities and enhancements
- ✓ Identified and decommissioned legacy servers to free up space and resources and reduce potential vulnerabilities
- ✓ Continue to provide backup/restore solution support for county departments
- ✓ Assisted in the completion of courts CMS system/server upgrade, move, and decommissioning of equipment
- ✓ Assisted implementation team with the ERP upgrade project
- ✓ Assisted end user support groups in identifying and restoring lost data from PCs and servers
- ✓ Assisted ERP group with tax updates and ACA transfers into our current production environment
- ✓ Assisted in the planning and replacement of outdated UPS, protecting equipment power loads at datacenter

### Goals and Initiatives for 2022

- ✓ Continue prepping for and then execution of datacenter and equipment move into new location
- ✓ Build and deploy new vHost and servers to support the needs of county agencies
- ✓ Assist in the final deployment and go-live of new ERP environment
- ✓ Complete implementation of new enterprise database server and begin migrating databases
- ✓ Assist in the upgrades to County Auditor's tax accounting system
- ✓ Organize and plan for the decommissioning of server/datacenter equipment based on their function and supported lifecycle
- ✓ Testing of archival retrieval solution for legacy ERP and financial systems
- ✓ Assist in the planning and deployment of a new county email system
- ✓ Planning for our next enterprise backup and SAN upgrade solution and improving upon our current disaster recovery strategies
- ✓ Participate in the planning and implementation of the Cyber Security Response Team

## The Enterprise Software Team

### Key Accomplishments in 2021

- ✓ Continued support of 68 internally developed, ERP, Real Estate, and Imaging applications
- ✓ Implemented Multi Factor Authentication on Oracle Cloud environments
- ✓ Completed tax and regulatory updates for PeopleSoft HCM
- ✓ Created electronic document delivery application for the Court of Appeals
- ✓ Upgraded AREIS software
- ✓ Developed new interface between updated Juvenile Court case management system and our imaging system
- ✓ Completed the migration of applications to a new web server
- ✓ Received OnBase API Certification
- ✓ Assisted with the implementation of our Oracle HCM Cloud environment

### Goals and Initiatives for 2022

- ✓ Collaborate with the implementation partner in the HCM upgrade project and reach our go-live milestone
- ✓ Continue report and interface development for our Oracle HCM product
- ✓ Assist with the completion of tax and regulatory updates for PeopleSoft HCM
- ✓ Continue support of internally developed and off the shelf applications
- ✓ Begin upgrade of our OnBase imaging software
- ✓ Assist in the planning and deployment of a new county email system

## The Administrative Team

### Key Accomplishments in 2021

- ✓ Completed quotes, review and approval of 160 checklists for county agency IT purchases
- ✓ Maintained Lucas County web site and assisted agencies with web page updates
- ✓ Completed the State of Ohio IT audit for 2020
- ✓ Implemented a county wide anti-phishing and security awareness training program
- ✓ Assisted with Data Processing Board Policy sub-committee and development of IT policies and procedures
- ✓ Completed 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
- ✓ Managed ERP Project purchases and payments
- ✓ Hired/on-boarded one Network Technician and one Applications Analyst

### Goals and Initiatives for 2022

- ✓ Assist with and complete State of Ohio IT audit for 2021
- ✓ Continue to implement county wide anti-phishing and security awareness testing and training campaigns
- ✓ Hire/onboard new Admin Support, Operations, Network and Enterprise software staff
- ✓ Provide support to county agencies with IT approvals and purchases
- ✓ Assist the Data Processing Board Policy sub-committee with development of IT policies and procedures
- ✓ Assist in the implementation of the Cyber Security Response Team
- ✓ Assist in the planning and deployment of a new county email system
- ✓ Assist with county web site upgrade project
- ✓ Maintain policies and procedures to streamline LCIS to operate efficiently and productively



## **2021 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.

2021 continued to present a new set of challenges with the world wide pandemic and subsequent supply chain constraints. Despite these roadblocks, 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 2021 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 3<sup>rd</sup> 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 while minimizing the delivery constraints whenever possible.

# Lucas County Information Services

## Operational Budget

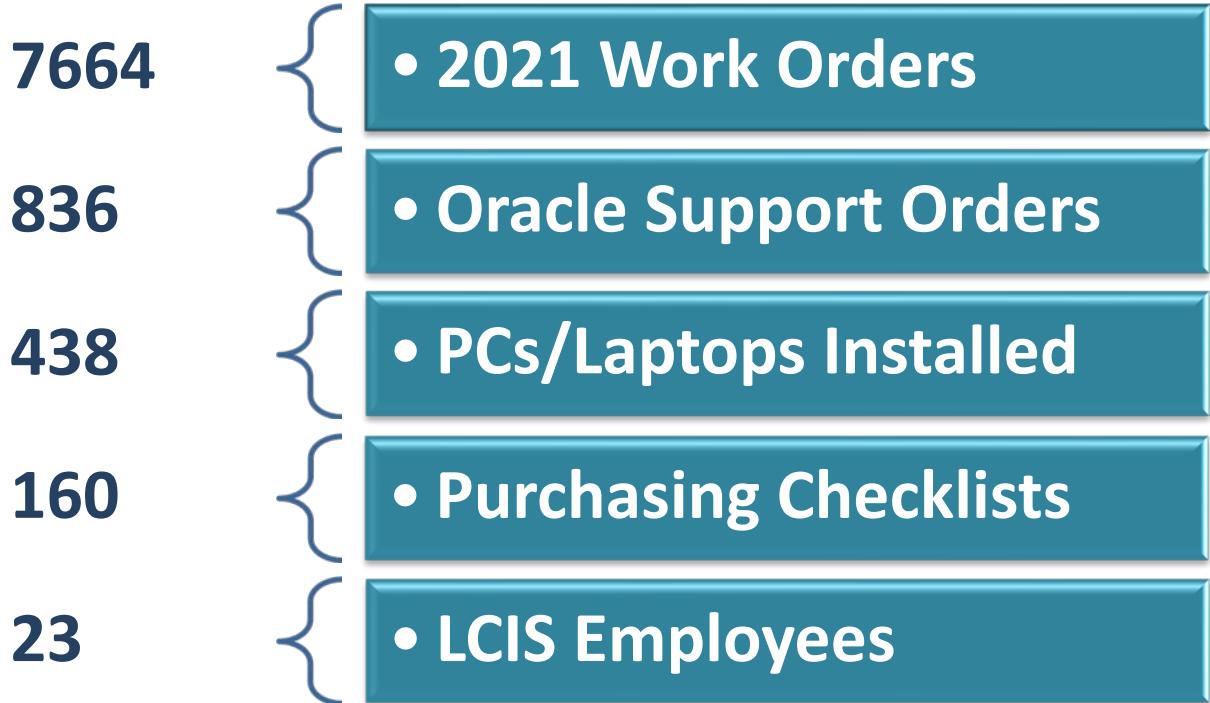
	2018	2019	2020
Salaries	\$1,626,631	\$1,652,897	\$1,560,954
opers	\$222,713	\$231,406	\$213,228
Fica	\$22,280	\$23,967	\$21,331
Allowances	\$2,820	\$2,640	\$136
Allowances - Mileage		\$0	\$0
Contract Services	\$196,045	\$195,225	\$198,827
Contract Repairs	\$13,250	\$10,800	\$0
Professional Services	\$650	\$650	\$621
Fees	\$280	\$100	\$0
Supplies	\$1,943	\$2,000	\$11,250
Office Supplies	\$2,495	\$2,000	\$1,600
Postage	\$50	\$30	\$24
Gasoline	\$100	\$50	\$40
Advertising & Printing	\$249	\$200	\$160
Copying	\$50	\$0	\$0
Telecommunications	\$25,200	\$27,000	\$19,200
Training	\$9,821	\$4,550	\$3,520
Equipment	\$0	\$2,500	\$1,000
Equipment Parts	\$1,684	\$1,000	\$1,000
Software & Support	\$570,305	\$624,760	\$481,053
<b>Total</b>	<b>\$2,696,566</b>	<b>\$2,781,775</b>	<b>\$2,513,944</b>

# Lucas County Information Services

## Operational Expenses

	2018	2019	2020
Salaries	\$1,626,631	\$1,680,927	\$1,560,166
opers	\$222,713	\$231,714	\$213,201
Fica	\$22,281	\$23,010	\$21,291
Allowances	\$2,820	\$1,488	\$134
Allowances - Mileage	\$0	\$19	\$0
Contract Services	\$184,394	\$275,845	\$198,199
Contract Repairs	\$8,040	\$13,815	\$0
Professional Services	\$648	\$650	\$621
Supplies	\$2,221	\$1,627	\$482
Office Supplies	\$2,407	\$2,827	\$10,000
Postage	\$11	\$12	\$165
Gasoline	\$0	\$0	\$0
Advertising / Printing	\$55	\$55	\$0
Copying	\$0	\$0	\$0
Telecommunications	\$24,927	\$12,679	\$14,325
Training	\$9,737	\$5,531	\$6,497
Fees	\$234	\$40	\$0
Equipment	\$0	\$50,721	\$8,736
Equipment Parts	\$1,683	\$925	\$950
Software & Support	\$569,320	\$466,005	\$459,098
<b>Total</b>	<b>\$2,678,122</b>	<b>\$2,767,890</b>	<b>\$2,493,865</b>

# By The Numbers



## 2021 Work Orders By Area

Work Area	Total
Administration	24
End User Support	958
Web Site Support	164
HCM (Oracle and PeopleSoft)	1613
Financials	670
Applications	261
Data Center	88
Networking	3683
Taxation	203
<b>Total</b>	<b>7664</b>

## 2021 Work Orders By Agency

Agency	Hours	Total
Adult Probation	116.46	123
Appeals Court - Sixth District	86.33	68
Auditor	2095.85	713
Auditor - Real Estate Division	1440.22	240
Board of Commissioners/Administration	220.57	130
Board of Developmental Disabilities	542.11	306
Board of Elections	122.62	105
Board of Health	263.24	293
Building Regulation	83.26	62
Centralized Drug Testing	8.94	6
Child Support Enforcement Agency	22.51	32
Children Services Board (CSB)	267.97	292
Clerk of Courts	853.26	214
Coroner	9.34	17
Correctional Treatment Facility	125.18	100
County Engineer	418.92	207
County Jail	4.65	4
Court Services, Common Pleas Court	605.88	385
Diversity, Equity and Inclusion	20.99	12
Canine Care & Control	162.41	108
Domestic Relations Court	153.43	98
Electronic Monitoring	14.37	13
Emergency Management Agency	4.36	7
Emergency Medical Services (EMS)/911	23.4	45
Employee Benefits/Wellness	535.22	80
Enterprise Support	17131.1	452
Facilities	257.37	235
Family Council	14.19	12
Guardianship Services Board	48.23	18
Human Resources	103.23	244
Information Services	258.11	115
Jail/Corrections Center	46.57	41

Job and Family Services	201.29	221
Juvenile Court	831.31	620
Land Bank	40.62	40
Law Library	18.64	22
LEPC (Emergency Planning Committee)	1.77	1
Lucas County Regional Council of Governments	288.17	85
Mental Health Recovery	31.42	19
NORIS	0.92	3
Office of Management & Budget	506.89	104
Olander Park	12.78	29
Planning and Development	118.59	116
Pre-Sentence/Pre-Trial/Probation	56.62	61
Probate Court	14.58	38
Prosecutor	429.74	246
Recorder	99.49	58
Regional Court Services	3.65	7
Risk Management	18.81	11
Sanitary Engineer	71.85	63
Sheriff	548.62	576
Sierra Cedar	273.72	55
Soil and Water Conservation District	41.32	35
Solid Waste	20.53	26
Support Services	884.34	172
Toledo Municipal Court	0.55	1
Treasurer	1047.74	172
Veteran Services	61.2	45
Wastewater Treatment Plant	37.74	34
Work Release	3.05	4
Youth Treatment Center	13.79	23
<b>Total</b>	<b>31740.03</b>	<b>7664</b>