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# Annual Report

## 2022

**Lucas County  
Information Services**

## Lucas County Data Processing Board

(As of 12/31/2022)

Auditor	Anita Lopez
Commissioner	Gary Byers
Treasurer	Lindsay Webb
Judge	Ian English
Clerk of Court	Bernie Quilter
Judge	David Lewandowski
Recorder	Michael Ashford
Board of Elections	Timothy Monaco
Board of Elections	Lavera Scott
Engineer	Mike Pniewski

## Lucas County Information Services Staff

### Management / Administrative Team

Alex Armstrong, Director

Karen Schnitkey, Office Manager

### Data Center Team

Kory Koepfer, Team Lead

Andrew Connelly

Alan Mason

### Network/Client Support Team

Tony Bundy

Chrissy Hart

Kevin King

Tom Moran

Cherie Muetze

Ruby Nolen

Walter Reed

Chris Veitch

### Enterprise Software Team

Gianni Carrero, Team Lead

Jeremiah Bauerschmidt

Chen Cao

Scott Geffe

Sandra Lewandowski

Luis Martinez

Karen Ramsey

Shawn Russell

Udaya Sharma

Joe Szyskowski

James Volschow

Michelle Weiss



# 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 Auditor and the Lucas County Data Processing Board, 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:

The Network team equips, maintains and supports county workstations, printers and other peripherals as well as standard software tools. The daily focus is providing end user hardware and software support as well as access to data storage, deployment and management of our secured networks.

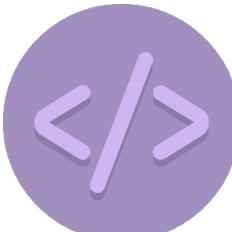
Active Directory Users: 7192



### Data Center:

Our Data Center Team is tasked with building, maintaining, monitoring and securing county datacenters, its servers and equipment resources, and providing data reporting, redundancy and recoverability as needed.

Two Data Centers / Servers Supported: 180



### Enterprise Software:

Enterprise applications are those that benefit our entire county organization and are considered critical to successful operations. The systems development staff and analysts focus on the technical and functional areas of Enterprise Resource Planning (ERP), tax accounting & collections, and enterprise solutions via web technologies.

Applications Managed: 68



### Administration:

The Administration team provides support for the department to operate efficiently and productively. Responsibilities include budgetary, procurement, contract management, payroll, project management and IT purchasing for county agencies. The End User Support team provides user support and receives and creates work order requests.

Work Orders Created: 9792

IT purchases for 37 County Agencies: 179

## The Network Technology Team

### Key Accomplishments in 2022

- ✓ Continued implementation of JFS Public WiFi at Shared Services
- ✓ Continued to expand wireless coverage in county buildings
- ✓ Began second phase of Active Directory Password security
- ✓ Supported Board of Elections with State Network Security Directives
- ✓ Replaced end-of-life access points and upgraded county network cameras
- ✓ Researched a Mobile Device Management solution for the Enterprise
- ✓ Began second phase of Shared Services Network design and implementation
- ✓ Expansion of our Web Security Appliances server hardware and continued implementation of HTTPS filtering/decryption
- ✓ Continued planning of Novell server shares migration to Windows Server platform
- ✓ Researched design and implementation of Office 365 solution

### Goals and Initiatives for 2023

- ✓ Expand Lucas County Network to newly occupied buildings
- ✓ Begin replacing Windows 10 desktops approaching end of life
- ✓ Expansion of the wireless coverage in Common Pleas and Board of Health
- ✓ Begin third phase of Active Directory Password security
- ✓ Replace the end-of-life access points and upgrade the wireless controller
- ✓ Research a Mobile Device Management solution for the Enterprise.
- ✓ Upgrade county network cameras
- ✓ Implement splitting of the core and the fiber network
- ✓ Expansion of Web Security Appliances hardware and implementation of HTTPS filtering/decryption
- ✓ Plan Novell server shares migration to Windows Server platform
- ✓ Begin design and implementation of Office 365 solution
- ✓ Plan MDF/IDF/wall jack labeling
- ✓ Complete the move of datacenter from 1301 Monroe St. to shared services building
- ✓ Upgrade county firewalls

## The Data Center Team

### Key Accomplishments in 2022

- ✓ Planning and execution of datacenter equipment and services move to the Shared Services building with minimal interruptions
- ✓ Assisted in the final deployment and go-live of our new ERP solution
- ✓ Built and deployed new servers and services to support the needs of various county agencies
- ✓ 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 end user support groups in identifying and restoring lost data from PCs and servers
- ✓ Assisted with State IT and Microsoft Audits

### Goals and Initiatives for 2023

- ✓ Assist in the fiber relocation and preparation for building demolition at the new Lucas County Canine Care and Control location
- ✓ Planning and Implementation of Lucas County Children Services IT equipment and personnel relocation, assume management of server operations
- ✓ Completion of State IT and Microsoft Audit and mitigate any issues/findings as necessary
- ✓ Implementation of new enterprise database server and migration of databases
- ✓ Complete upgrades to our physical and virtual server environments
- ✓ Organize and plan for the decommissioning of server/datacenter equipment based on their function and supported lifecycle
- ✓ Participate in the planning and implementation of the Cyber Security Response Team
- ✓ Testing of archival retrieval solution for legacy ERP and financial systems
- ✓ Assist in the planning and deployment of a new county email system
- ✓ Planning and consulting with reps for upgrading our enterprise backup and SAN storage solution and improving our disaster recovery strategies

## The Enterprise Software Team

### Key Accomplishments in 2022

- ✓ Responded to over 3800 requests for software technical assistance
- ✓ Continued support of 68 internally developed, ERP, Real Estate, and Imaging applications
- ✓ Completed implementation and went live with Oracle Cloud Human Capital Management software
- ✓ Developed a significant number of reports in Oracle cloud to assist with Financials and HCM processes
- ✓ Newly configured or enhanced existing configuration of Time and Labor, Human Resources, Payroll, Benefits, and Procurement Oracle cloud modules
- ✓ Upgraded Public Access (AREIS) and internal iasWorld to more recent supported versions.

### Goals and Initiatives for 2023

- ✓ Continue developing needed reports in Oracle HCM software
- ✓ Rewrite Time and Labor file integration process to be web based
- ✓ Assist with the application of updates to our Oracle cloud software
- ✓ Continue support of internally developed and off the shelf applications
- ✓ Begin upgrade of our OnBase imaging software
- ✓ Enhance our expense approval workflow to minimize maintenance
- ✓ Continue to identify and enhance inefficient Oracle Cloud processes
- ✓ Upgrade internal iasWorld
- ✓ Assist the Auditor's office with activities leading to the 2023 Sexennial Revaluation
- ✓ Upgrade Civic Plus and Implement Civic Clerk

## The Administrative Team

### Key Accomplishments in 2022

- ✓ Centralized IT hardware and software purchasing for 37 Lucas County agencies while saving time and stream lining the procurement and installation processes
- ✓ Completed the State of Ohio IT audit for 2021
- ✓ Initiated county wide anti-phishing testing and security awareness training program through KnowBe4
- ✓ Supported the development of IT policies/procedures
- ✓ Managed ERP Project purchases and payments
- ✓ Hired/on-boarded one Network Technician and two Applications Analysts
- ✓ Initiated user audit process for all county wide systems
- ✓ Assisted with deployment of DUO and MFA security programs

### Goals and Initiatives for 2023

- ✓ Assist with and complete State of Ohio IT audit for 2022
- ✓ Automate anti-phishing and security awareness testing and training campaigns
- ✓ Hire and onboard end user support specialist
- ✓ Provide purchasing support to agencies by centralizing IT purchases in LCIS
- ✓ Assist in the development of IT policies and procedures
- ✓ Assist with Microsoft 365 implementation
- ✓ Update and streamline all user access forms
- ✓ Complete annual user access audit
- ✓ Assist in refining Disaster Recovery Plan
- ✓ Implement Project management software to streamline and organize ongoing projects
- ✓ Develop quarterly IT newsletter for county end users to enhance communication and IT education



## **2022 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.

2022 continued to present challenges with 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 2022 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.
- Centralize IT purchasing to streamline procurement and installation processes.

# Lucas County Information Services

## Operational Budget

	2019	2020	2021
Salaries	\$1,652,897	\$1,560,954	\$1,497,682
Operers	\$231,406	\$213,228	\$244,676
Fica	\$23,967	\$21,331	\$25,342
Allowances	\$2,640	\$136	\$1,620
Allowances - Mileage	\$0	\$0	\$0
Contract Services	\$195,225	\$198,827	\$281,300
Contract Repairs	\$10,800	\$0	\$540
Professional Services	\$650	\$621	\$650
Fees	\$100	\$0	\$100
Supplies	\$2,000	\$11,250	\$7,500
Office Supplies	\$2,000	\$1,600	\$2,652
Postage	\$30	\$24	\$30
Gasoline	\$50	\$40	\$50
Advertising & Printing	\$200	\$160	\$200
Copying	\$0	\$0	\$0
Telecommunications	\$27,000	\$19,200	\$19,472
Training	\$4,550	\$3,520	\$2,000
Equipment	\$2,500	\$1,000	\$249,000
Equipment Parts	\$1,000	\$1,000	\$1,161
Software & Support	\$624,760	\$481,053	\$478,608
<b>Total</b>	<b>\$2,781,775</b>	<b>\$2,513,944</b>	<b>\$2,812,583</b>

# Lucas County Information Services

## Operational Expenses

	2019	2020	2021
Salaries	\$1,680,927	\$1,560,166	\$1,472,663
opers	\$231,714	\$213,201	\$206,839
Fica	\$23,010	\$21,291	\$20,034
Allowances	\$1,488	\$134	\$1,200
Allowances - Mileage	\$19	\$0	\$0
Contract Services	\$275,845	\$198,199	\$270,392
Contract Repairs	\$13,815	\$0	\$10,882
Professional Services	\$650	\$621	\$506
Supplies	\$1,627	\$482	\$8,661
Office Supplies	\$2,827	\$10,000	\$2,725
Postage	\$12	\$165	\$5
Gasoline	\$0	\$0	\$0
Advertising / Printing	\$55	\$0	\$0
Copying	\$0	\$0	\$0
Telecommunications	\$12,679	\$14,325	\$16,953
Training	\$5,531	\$6,497	\$4,959
Fees	\$40	\$0	\$0
Equipment	\$50,721	\$8,736	\$250,064
Equipment Parts	\$925	\$950	\$0
Software & Support	\$466,005	\$459,098	\$477,542
<b>Total</b>	<b>\$2,767,890</b>	<b>\$2,493,865</b>	<b>\$2,743,425</b>

# By The Numbers

**9792**

- 2022 Work Orders

**2616**

- Oracle Support Orders

**188**

- PCs/Laptops Installed

**266**

- Purchasing Approval Checklists

**27**

- LCIS Employees

## 2022 Work Orders By Area

Work Area	2021 Total	2022 Total
Administration	24	19
End User Support and IT Purchasing	958	426*
HCM (Oracle and PeopleSoft)	1613	2580*
Financials	670	822
Applications	261	283
Web Site Support	164	169
Data Center	88	122
Networking	3683	5134
Real Estate Taxation	203	237
<b>Total</b>	<b>7664</b>	<b>9792</b>

\*HCM password reset work orders were moved from End User Support to HCM in 2022

# 2022 Work Orders By Agency

Agency	2021 Total	2022 Total
Adult Probation	123	166
Appeals Court - Sixth District	68	103
Auditor	713	730
Auditor - Real Estate Division	240	316
Board of Commissioners/Administration	130	295
Board of Developmental Disabilities	306	352
Board of Elections	105	146
Board of Health	293	391
Building Regulation	62	53
Centralized Drug Testing	6	16
Child Support Enforcement Agency	32	16
Children Services Board (CSB)	292	301
Clerk of Courts	214	293
Coroner	17	21
Correctional Treatment Facility	100	117
County Engineer	207	390
County Jail	4	11
Court Services, Common Pleas Court	385	452
Diversity, Equity and Inclusion	12	51
Canine Care & Control	108	90
Domestic Relations Court	98	101
Electronic Monitoring	13	24
Emergency Management Agency	7	20
Emergency Medical Services (EMS)/911	45	41
Employee Benefits/Wellness	80	95
Enterprise Support	452	424
Facilities	235	263
Family Council	12	25
Guardianship Services Board	18	92
Human Resources	244	373
Information Services	115	208
Jail/Corrections Center	41	146

Job and Family Services	221	253
Juvenile Court	620	921
Land Bank	40	43
Law Library	22	17
LEPC (Emergency Planning Committee)	1	1
Lucas County Regional Council of Governments	85	147
Maumee Municipal Court	0	3
Mental Health Recovery	19	34
NORIS	3	4
Office of Management & Budget	104	123
Olander Park	29	30
Oregon Municipal Court	0	2
Planning and Development	116	166
Pre-Sentence/Pre-Trial/Probation	61	81
Probate Court	38	56
Prosecutor	246	329
Recorder	58	51
Regional Court Services	7	9
Risk Management	11	19
Sanitary Engineer	63	70
Sheriff	576	684
Sierra Cedar	55	38
Soil and Water Conservation District	35	61
Solid Waste	26	30
Support Services	172	119
Sylvania Municipal Court	0	2
Toledo Municipal Court	1	6
Treasurer	172	219
Veteran Services	45	31
Wastewater Treatment Plant	34	53
Work Release	4	3
Youth Treatment Center	23	65
<b>Total</b>	<b>7664</b>	<b>9792</b>