

## Potential IT Related Savings

**Expand centralized printing operations** - Currently, the Franklin County print shop operates within the General Services agency. In the last 5 years, there have been efforts to consolidate bulk printing within the Print Shop. Example are enumerated below.

- Printing ballots on demand for the Board of Elections instead of using contracted printing services
- Printing the service packets for the Clerk of Courts, instead of the Data Center
- Taking over bulk printing operations for Children Services

In the examples above, savings were realized in the General Fund. In the case of providing printing services for Children Services, revenue was generated for the General Fund. By further centralizing bulk printing operations, the county will be able to reduce the number of capital leases for large copiers and gain efficiencies in staff time.

**Consolidate network (LAN), server, storage, and internet services for county agencies** – Currently, Franklin County is a hybrid of a centralized Data Center and separate IT departments for various county entities. The Data Center has approximately 2/5 of the total county IT staff. This structure has enabled redundancy in network operations, servers, data storage, and internet services. By consolidating the physical infrastructure for various county entities, savings will be realized.

Some county entities maintain a separate local area network and internet service provider, which means that twice as many routers must be purchased during refresh cycles, twice as many firewalls must be purchased, multiple internet service provider contracts must be managed, and two sets of hardware must be maintained.

Many county entities maintain their own servers (including data storage). The Data Center has implemented a virtual server environment and a centralized Storage Area Network (SAN) solution. This allows for more virtual servers to operate to fewer physical servers. The SAN allows for a concentration of storage space, which can be made available to any number of servers. Many county entities have already begun to take advantage of these two technologies, which has resulted in the purchase of fewer servers and electricity savings.

**Note:** Due to the variety of entities within Franklin County, consolidating network, server, storage, or internet service operations may not be feasible or practical. For example, Child Support is entirely supported by the Ohio Department of Job and Family Services (technically and monetarily). Also, stakeholders would need assurances that they would receive the same level of service, availability, and be able to be involved in decision making processes. This may require a structural examination of the Data Center.

**Refine, educate staff, and enforce records retention policies** – A significant cost to Franklin County and most organizations lie in the amount of paper and data that is generated and stored. For both formats, this problem is one and the same. Due to the need to keep public records, many employees choose to save all records. Paper is printed, files are generated, storage costs are incurred, and the sheer volume of information makes searching for records difficult. The same is true with electronic records, though the capability to search through files is more robust. Unfortunately, data storage is taken for granted and unmanaged data continues to grow and grow. This costs server resources and takes up SAN space. Since high speed hard drives only last around 5 years and since maintenance agreements for SAN storage are usually for a period of 5 years, capital replacement costs for new storage appliances continue to rise.

Section 149.38 of the Ohio Revised Code has provided a framework for the disposal of public records according to a defined retention schedule. If all records were disposed according to predefined record

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retention policies, the amount of email, file server, and paper file storage would be reduced significantly. Additionally, maximum data storage would be able to be defined, and capital purchases could be planned for proactively. There would be savings in paper file storage, offsite paper file pulls, electronic storage, and disaster recovery storage. By managing less information, efficiencies would be gained for day to day operations as well as for public records requests.

**Review the MSELA license structure and potential cease the MSELA agreement** – Currently, Franklin County pays about \$590,000 (\$324,000 General Fund) annually for the Microsoft Enterprise License Agreement (MSELA). This agreement gives Franklin County the ability to upgrade the Windows operating system and Microsoft (MS) Office to the latest version for any machine covered under the agreement. One reason behind this annual agreement is to assure that Franklin County is in compliance with legal software licensing for Microsoft. The ability to upgrade to the latest version of MS Office or operating system does not usually translate into the actual upgrade on the workstation. For example, many computers in the county network still use Windows XP and MS Office 2007.

If Franklin County develops a robust software auditing software package, compliance can be assured, and licenses for upgrades to Microsoft software can be purchased on an as needed basis.

**Centralize licensing for enterprise-wide software** - The disparate structure of Franklin County IT has enabled the purchases of enterprise wide licenses for a single entity. In some cases an enterprise license was purchased by multiple entities, where one license would have sufficed. County-wide coordination of license purchases will allow savings related to economies of scale and also reduce redundant license purchases.

**Replace the Franklin County Justice System (FCJS) and all applications on the iSeries Platform** - Currently, the Franklin County Justice System and many in-house applications reside on the iSeries platform from IBM. The hardware, software, and maintenance fees are significantly more expensive than with other platforms. Also, the primary programming language (COBOL) on that platform is outdated, and COBOL programming services are difficult to find, and will become more difficult as time goes on. However, there would be a significant upfront capital investment required to replace the FCJS system.