

AUDR - IT Support Reference - Service Summary

This appendix page provides a summary of services and responsibilities between the Franklin County Auditor and the Franklin County Data Center. Additional information and complete details of the agreement between are maintained within the current Master Service Level (MSA) document.

Franklin County Auditor Employees Self Service

- Network Password reset through SailPoint (e.g. Outlook/Office 365):
<https://iam.franklincountyohio.gov/>
- Printer Toner/Ink Cartridge Replacement

Franklin County Auditor Public Records Requests

- Trenton Weaver
(614) 525-7243
trenton.weaver@franklincountyohio.gov

Franklin County Auditor Operations: audr-operations@franklincountyohio.gov

- Application support for Performance, Enhancements, or Bugs
- Mailings
- New Hardware/Software Requests
- New Project Requests (via portal)
- Online Filings (e.g., BOR, Homestead, Simplifile, etc.)
- Password reset for RMS, ASA
- Portal Enhancements
- Scanning - OnBase, Laserfiche, Intellivue
- Treasurer Outages
- Web Content
- Web Reporter, Rental Registration, Tax/Levy Estimators, Tax Incentive Hub, Property Search

Franklin County Data Center Help Desk: (614) 525-3282 helpdesk@franklincountyohio.gov

- Computer, Email, Office 365, SailPoint passwords - FCAO and FCDCDOM1 passwords/account issues
- General Computer/Software Issues
 - Standard software (e.g., Adobe, Office 365)
 - Other software installation
 - Note* There may be factors such as application functionality, licensing, and vendor support that may need further investigation and partnership for fulfillment
- File Restore and Recovery (Fulfilled by Infrastructure)
- Internet Speed, Non-FCAO Websites (Fulfilled by Network)
- Network drives
- Copiers, Phones, Printers, and other Hardware
- Remote Desktop and VPN issues