



Cuyahoga County

Together We Thrive

## Cuyahoga County IT Standards

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### *Department of Information Technology*

The Department of Information Technology provides system integration and IT solutions to clients within county government and other municipalities. We promote the use of technology to expand the scope, scale and quality of services provided by the entities we serve. We strive to deliver practical solutions, promote policies to make innovation sustainable, and work with intergovernmental partners to not only build systems and applications, but also facilitate collaboration and foster innovation.

# Cuyahoga County IT Standards

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## I. POLICY & SCOPE

Policy is in reference to section 1 (Mission) and 2 (Principals) within the [Technical Advisory Committee \(TAC\) Operating Policy and Procedures](#) located on the County Intranet. This document outlines what systems, services, configurations, and solutions TAC has approved and considers an IT Standard. Please reference the Tables below for standards.

**Note:** A “\*\*” denotes a Software or Infrastructure as a Service or Hybrid solution.

**Note:** Solutions that flagged as “on file” denote items that are not subject for publication.

## POLICY EXCEPTIONS

Exceptions for this list can be made via TAC approval. Additions to this list can also be made by TAC vote or the combined decision from the Department of IT leadership and review by the Information Security Officer.

## II. IT HARDWARE AND SOFTWARE STANDARDS

The following sections identify a quick summary of all the major hardware and software standards for the Department of IT operating on the Cuyahoga County Executive Network. Other non-executive Agencies may have additional IT Hardware and software standards that are referred to in APPENIX III.

### PLATFORM (HARDWARE) STANDARDS SUMMARY

<b>Desktop</b>	HP Z Series
<b>Small form Factor Desktop</b>	HP Mini Series
<b>Laptop</b>	HP Elite Series, Zbook Series, DragonFly
<b>Laptop Portable (optional 4/5G)</b>	Microsoft Surface Pro Series
<b>Monitor</b>	HP
<b>Tablet/Laptop Dock</b>	HP, J5. Plugable, CaliDigit
<b>Tablet Portable w/4G</b>	Microsoft Surface Pro Series, Samsung Active3+, Apple iPad (HHS)
<b>Mobile Phone (Voice Only)</b>	Kyocera DuraXE Epic
<b>Smart Phone</b>	Samsung Galaxy S23+ (Android) iPhone 14+ (iOS)
<b>Office Phone</b>	Cisco VoIP
<b>Phone Management</b>	Cisco Call Manager System
<b>Video Management</b>	Cisco
<b>Server</b>	HP Proliant Series
<b>Storage</b>	HP/Nimble / NetApp
<b>UPS</b>	Eaton (Enterprise/Desktop) / APC (Desktop)
<b>Routers</b>	Cisco
<b>Switches</b>	Cisco
<b>Fiber Switches</b>	Cisco
<b>Wireless Access Points</b>	Cisco Meraki
<b>Network Printer</b>	Konica Minolta
<b>Video Camera Hardware</b>	SONY

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<b>AV Control Center (Council) AV System</b>	Creston AV system
<b>Credit Card Systems</b>	Keybank/Elavon, PointNPay
<b>Email Relay</b>	Barracuda
<b>Secure USB Device</b>	Bitlocker (End Users) / Apricorn Aegis
<b>Firewalls</b>	<i>On File</i>
<b>Web filter</b>	<i>On File</i>

[See more in APPENDIX I – HARDWARE STANDARD DETAILS](#)

## DESKTOP (LAPTOP) APPLICATION & SOFTWARE STANDARDS SUMMARY

<b>Office Software (Base)</b>	Microsoft Office Suite
<b>Browser (Base)</b>	Microsoft Edge
<b>Email (Base)</b>	Outlook Web Access* / Outlook Client*
<b>Project Management</b>	Cherwell Service Management, Microsoft Project/Planner, Smartsheet
<b>PDF Software (Base)</b>	Nitro Pro, CutePDF
<b>FTP / SFTP</b>	WSFTP & Filezilla
<b>Computer Aided Drafting (CAD) Software</b>	AutoDesk
<b>Geographic Information Systems (GIS)</b>	ArcMap, ArcPro, ArcGIS Online
<b>Fax Software</b>	Rightfax
<b>Streaming Media Format</b>	mp4
<b>Messaging – Conference - Collaboration</b>	Microsoft Office 365, Cisco Collaboration, Slack (IT Only)
<b>Password Storage and Management</b>	KeePass / 1Password (IT)
<b>File Compression and Encryption</b>	7zip
<b>VPN</b>	<i>On File</i>
<b>Oracle Client (Fiscal/Domestic Relations)</b>	12c+
<b>Messaging</b>	Microsoft Teams, Big Ant (Domestic Relations Court), Slack (IT)
<b>Jail Management (Sheriff)</b>	IMACS

[See more in APPENDIX II – APPLICATION & SOFTWARE STANDARD DETAILS](#)

## MOBILE DEVICE (SMARTPHONE & TABLET) APPLICATION & SOFTWARE STANDARDS SUMMARY

<b>Antivirus</b>	<i>On File</i>
<b>Device Management</b>	Microsoft Intune*
<b>Mail</b>	Outlook Client
<b>Software for Mobile Devices</b>	Cellebrite Desktops
<b>Software for Mobile Devices</b>	Cellebrite Touch

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## ENTERPRISE APPLICATION & SYSTEM STANDARDS SUMMARY

### SOFTWARE – ENTERPRISE

<b>Virtual Server</b>	VMWare
<b>Virtual Desktop Infrastructure (VDI)</b>	VMWare HorizonView
<b>Scanning</b>	Kodak Capture Pro
<b>Collaboration</b>	Microsoft Office 365 Collaboration Suite* Cisco Collaboration Suite* (Approved Use), Zoom* (Approved use), Slack* (IT Only)
<b>Appointment / Bookings</b>	TimeTap*, Microsoft Bookings*
<b>Cloud File Sharing</b>	Microsoft OneDrive/SharePoint*, ShareBase*
<b>Business Intelligence</b>	Tableau*, PowerBI*, ArcGIS Insights
<b>Data Archiving</b>	Solix* CDP
<b>Data Reporting</b>	Tableau*, Solix*, Microsoft SSRS, Cognos (EAM)
<b>Data Quality and Conversion</b>	Tableau Prep/TextPipe
<b>E-mail</b>	Microsoft Office 365*
<b>E-mail Relay</b>	Barracuda
<b>Enterprise Certificate Management</b>	Entrust
<b>Fingerprint Scanning/ID</b>	CABIS (Thales Group)
<b>PhoneCall Recording</b>	MediaSense
<b>Storage Management</b>	NetApp
<b>Endpoint Firewall</b>	On File
<b>Software Package Management</b>	MCO MSI Packager
<b>Information Technology Service Management</b>	Cherwell Service Management*
<b>Backup Solution/Software</b>	Veeam
<b>Cloud Backup</b>	Barracuda* (Office 365), Azure*, AWS*
<b>Email Archiving</b>	Barracuda*, Microsoft

### APPLICATION / WEBSITE DEVELOPMENT

<b>Applications Development</b>	.NET
<b>Database</b>	Microsoft SQL-Server, Oracle
<b>Web Content Management System</b>	Sitefinity
<b>Law Management System</b>	Matrix*
<b>Court Management System</b>	Proware CCJIS
<b>Document Management System</b>	Onbase
<b>GIS Mapping Software/Services</b>	Esri
<b>Web TLS Certificates</b>	EnTrust
<b>Animal/Pet Management</b>	PetPoint*
<b>Cloud Storage</b>	Microsoft OneDrive/SharePoint*, ShareBase*
<b>Source Code Management</b>	Github / GIT
<b>Web UI Framework</b>	Telerik Product Suite
<b>Stock Data (image/vector/footage/audio)</b>	123RF*
<b>Web &amp; Multimedia Design Software</b>	Adobe Creative Cloud Master Collection*
<b>Database Admin Tool</b>	RED-GATE Toolbelt
<b>Web Development Prototyping software</b>	Axure
<b>Multimedia -Stock Music</b>	Pond5
<b>Web Development Accessibility/QA</b>	Monsido*

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<b>Web Content Workflow Tool</b>	GatherContent
<b>Email (Bulk) Mailing solution</b>	Constant Contact*

## COMMUNICATIONS & NETWORK

<b>Network Monitoring</b>	Solarwinds
<b>Phone Management</b>	Cisco Call Manager System, CBTS* (HHS)
<b>Video Conferencing Management</b>	Cisco Telepresence
<b>Court Video Management and Recording</b>	CourtSmart*
<b>AV Control Center /Council AV System</b>	Creston AV system

## CYBER SECURITY AND PHYSICAL IT OPERATIONS

<b>Active Defense</b>	<i>On File</i>
<b>Antivirus / HIPS</b>	<i>On File</i>
<b>Application Firewall</b>	<i>On File</i>
<b>Authentication and Customer Identity</b>	Auth0 (Web Services/Applications), EntraID
<b>Badge Access System</b>	Galaxy Control Systems
<b>Camera Management System</b>	Milestone Video Management System
<b>Physical IT Operations Services</b>	Integrated Precision Systems
<b>Web Reporting</b>	Fastvue
<b>IPS/IDS</b>	<i>On File</i>
<b>Threat Intelligence</b>	<i>On File</i>
<b>eDiscovery</b>	Office 365* eDiscovery, GoldFynch*
<b>Malware Analysis</b>	<i>On File</i>
<b>Mobile Device Management</b>	Intune, Absolute Software
<b>Professional Security Services</b>	FireEye Mandiant / TrustedSec / Vestige / MS-ISAC / CIS
<b>Web Application Security Testing</b>	<i>On File</i>
<b>Internal Network Scanning/Mapping</b>	<i>On File</i>
<b>Forensic Software</b>	<i>On File</i>
<b>Spam and Phishing Protection</b>	<i>On File</i>
<b>Linux Operating Systems</b>	Ubuntu 22.04 LTS / SELinux
<b>Secure Document Transfer</b>	SFTP (w/ PGP), Microsoft Office 365 Encryption, ShareBase, Kno2 (Medical Examiners)
<b>Secure Mail Service</b>	Microsoft Office 365 Message Encryption* (OEM)
<b>Security Operations Management, Incident Response, and Services</b>	<i>On File</i>
<b>Security Training/Education</b>	SANS OnDemand* / INE*
<b>Full Disk Encryption</b>	Microsoft Bitlocker
<b>Email Encryption</b>	PGP / Office 365 Message Encryption* (OEM)
<b>Encryption Algorithm for Sensitive Data, Storage, and Transit</b>	AES256 / TLS 1.3+
<b>Password Management</b>	KeePass / 1Password* (IT)
<b>Server / Client Patch Management</b>	Microsoft, PatchMyPC
<b>Vulnerability Scanning</b>	Microsoft / DHS CISA / MS-ISAC
<b>Wireless Security</b>	WPA2 Enterprise / RADIUS

[See more in APPENDIX II – APPLICATION & SOFTWARE STANDARD DETAILS](#)

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## III. REVISION HISTORY

Revision Date	Description of changes
03/20/2012	Version 1.0, original standard
05/31/2012	Version 1.1
04/29/2014	Version 1.2
05/15/2015	Version 1.3
07/18/2016	Version 1.4
07/11/2017	Version 1.5
7/12/2018	Version 1.6 – updating with modifications since 2017
5/28/2020	Version 1.7 – updating with modification since 2018-19
2/26/2020	Version 2.0 – updating format and modifications since 2020
10/22/2022	Version 2.1 – updated software and minor re-formatting
5/25/2023	Version 2.2 – updated software standard list
12/12/2023	Version 2.3 – updated software standard list

## IV. INQUIRIES

For information regarding Enterprise Technology, please contact:

Cuyahoga County Information Technology  
Deputy Chief Technology Officer (CTO)  
2079 East 9th Street, 6<sup>th</sup> Floor  
Cleveland, Ohio 44115-1807

Telephone: 216.443.8015

Cuyahoga County – Technical Advisory Committee  
Department of Information Technology  
2079 E. 9th St, Cleveland, Ohio 44115

Website: [Cuyahoga County Boards & Commissions - TAC](#)

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# Cuyahoga County IT Standards

## APPENDIX I – HARDWARE STANDARD DETAILS

### 1.0 Purpose

This Cuyahoga County standard defines the hardware requirements and standard configurations for technologies purchased by County agencies for use by County employees. This County standard will be updated annually and can be amended at any time throughout the year.

### 2.0 Scope

This County IT standard is applicable to all offices and agencies of Cuyahoga County except for those specifically exempted by Technical Advisory Committee (TAC).

### 3.0 IT Equipment Standards

Cuyahoga County agencies shall acquire client computers, servers, network equipment, and computer peripherals (monitors, webcams, keyboard/mouse, etc.) that conform to standard configurations, include mandatory security features, and meet environmental compliance defined by this IT standard. The technology shall meet or exceed the standard configurations defined within to this document.

The following sections describe the client computer categories for which there are published standard configurations and specifications. Agencies contemplating other categories, such as rugged notebooks, should contact the Deputy Chief Technology Officer (CTO) or their designee to determine the recommended standard configuration.

#### 3.1 Desktop Standards

**Standard Enterprise Desktop** - This category is the most common desktop configuration which can be satisfied by a workstation or virtual equivalent. It intends to meet a wide range of County worker requirements, from occasional users to call center operators to case workers to researchers and knowledge workers.

#### 3.2 Laptop/Notebook/Tablet Standard(s)

**Standard Enterprise Laptop/Notebook** - This category is the mobile workforce. The processor and hard drive are optimized for extended battery life.

#### 3.3 MINI Desktop Standard

**Space Efficient Desktop** – This category defines a desktop optimized for space efficiency. Well suited for areas & offices that lack room for a typical SFF design. Those areas may include but are not limited to medical exam locations, training areas, and public kiosks. These units can be mounted under desk, on a wall, or behind the monitor.

#### 3.4 Display Standard

Liquid-crystal Display (LCD) displays attached to client desktop technologies, used by County workers.

#### 3.5 Web Camera Standard

Network printer standards include a wide range of products, from high-speed color Multi-functional Printers (MFPs) to black and white printers to scanners and fax machines.

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## **3.6 Network Printer/Copier Standard**

Network printer standards include a wide range of products, from high-speed color Multi-functional Printers (MFPs) to black and white printers to scanners and fax machines.

## **3.7 Enterprise Office Phone Standard**

Network printer standards include a wide range of products, from high-speed color Multi-functional Printers (MFPs) to black and white printers to scanners and fax machines.

## **3.8 Enterprise Server Standard**

Network printer standards include a wide range of products, from high-speed color Multi-functional Printers (MFPs) to black and white printers to scanners and fax machines.

## **3.9 Enterprise Storage Standards**

Network printer standards include a wide range of products, from high-speed color Multi-functional Printers (MFPs) to black and white printers to scanners and fax machines.

## **4.0 IT Operation Standards**

### **4.1 Enterprise Equipment Refresh Cycle**

- Desktop/Workstations/Laptops – 5 years
- Servers – 7 years

## **5.0 Revisions & Exceptions**

### **5.1 Revision to this Standard**

The Deputy Chief Technology Officer or their designee shall ensure that the client computer hardware standard is regularly updated and published to reflect changes in technology, market trends, agency requirements and state policies.

### **5.2 Exceptions to this Standard**

Agencies requesting to procure client computers and LCDs not in conformance with this County IT standard shall provide sufficient business justification to document why a standard configuration does not satisfy their business requirements. In general, no exceptions will be granted to the mandatory security features and environmental compliance and labeling.

## **6.0 References**

**5.1 Cuyahoga County Code Section 202.15 (Ordinance No. O2012-0012):** The Cuyahoga County Executive empowers the County Chief Information Officer or designee to establish County IT standards as they relate to the acquisition and use of information technology by County agencies, including, but not limited to, hardware, software, technology services, and security.

# Cuyahoga County IT Standards

## 7.0 Definitions

IT or DoIT – Department of IT  
CTO – Deputy Chief Information Officer  
CIO – Chief Information Officer  
TAC – Technical Advisory Committee  
LCD – Liquid-crystal Display  
MCF – Multi-functional Printer

## 8.0 Related Resources

TAC Policy – [TAC - Cuyahoga County Boards & Commissions](#)  
Section 202.15 – [Chapter 202- County Executive and Departments](#)  
Ordinance 2012-0012 – [O2012-0012.pdf \(cuyahogacounty.us\)](#)

## 9.0 Attachments

**A – Enterprise Desktop Standard – Section 3.1**  
**B – Enterprise Laptop/Tablet Standard – Section 3.2**  
**C – Small Form Factor (SFF) Desktop Standard – Section 3.3**  
**D – Display Standard – Section 3.4**  
**E – Web Cameras Standard – Section 3.5**  
**F – Network Printer/Copier Standard – Section 3.6**  
**G – Enterprise Office Phone – Section 3.7**

## 10.0 Special Attachments (IT Specific Equipment & Operation Standards)

**A – Enterprise Server Standard – Section 3.8**  
**B – Enterprise Storage Standard – Section 3.9**  
**C – Enterprise Equipment Refresh Cycle – Section**

# Cuyahoga County IT Standards

## 9.0 Attachment A - Department of Information Technology IT Standard

Standard: **Enterprise Desktop/Workstation**

### Profile for Standard Business Class Workstations

<b>Category Description</b>	This category is the most common workstation configuration and is intended to meet a wide range of County worker requirements, from occasional users to call center operators to case workers to researchers and knowledge workers. It offers the capacity and resources needed to do the job for most of the County government workforce.
<b>Category Use Cases</b>	<ul style="list-style-type: none"> <li>County workers who use word processing, spreadsheets, presentations, e-mail, Web applications and Web browsing.</li> <li>Remote staff, mobile workers and other non-desk-based workers who share a computer for administrative and other purposes.</li> <li>Classroom and training room computers without an assigned county worker as a full-time user.</li> <li>Knowledge workers, analysts or researchers who work with large documents, complex presentations, database applications and third-party applications.</li> </ul> <p><b>NOTE: THE COUNTY IS TRANSITIONING ALL DEPARTMENTS TO LAPTOPS IF FESABILE.</b></p>
<b>Planned Service Life</b>	Workstations in the category are expected to have a planned service life of five years. Agencies acquiring this category should estimate the total cost of ownership over a five-year period. Systems are expected to be acquired with a minimum three years on-site, next-business-day warranty from the manufacturer unless that model is supported by the County's workstation warm swap program.
<b>Manageability</b>	Workstations that conform to this category are capable of being well-managed and will be locked down to achieve optimal total cost of ownership. A factory-installed software image is available as an option. These workstations will be centrally managed, remotely supported and diagnosed by DoIT.  <b>Non-authorized software will be disabled and/or removed.</b>

### Minimum Specification for Standard Business Class Workstation

<b>Product</b>	HP Z Series Windows SFF Workstation or Virtual Equivalent
<b>Processor</b>	Intel Core i7 Processor (3.2 GHz, up to 4.6 GHz 12 MB Cache) (or higher)
<b>Memory</b>	16 GB RAM (or higher)
<b>Storage</b>	256 GB SATA 2.5" SSD (or higher)
<b>Keyboard</b>	HP USB Keyboard
<b>Mouse</b>	HP USB Optical Mouse
<b>Back Panel Connectors</b>	2+ DisplayPort (DP 1.2) outputs from Intel HD graphics (available on specific processors only); 2 USB 3.0 ports, 4 USB 2.0 ports, 2 serial ports (1 standard, 1 optional), 1 parallel port (optional), 2 PS/2, RJ-45 (LoM), 1 Audio Line-in, and 1 Audio Line-out; 2 IEEE 1394b ports (optional).
<b>USB Ports</b>	4 USB 3.0 and 6 USB 2.0
<b>Operating System</b>	Windows 10 Enterprise (64 bit) (or higher)
<b>Warranty</b>	HP 3/3/3 SFF Warranty (Ex: 3-year parts/3-year labor/3-year On-Site)
<b>Security Software</b>	Absolute DDS Professional and Microsoft Defender

### Options Allowed for Standard Business Class Workstation

<b>Warranty Upgrades</b>	HP 4/4/4 and HP 5/5/5 Warranty (Ex: 4-year parts/4-year labor/4-year On-Site)
<b>Options</b>	See HP quick specs for more details
<b>Factory Services</b>	See HP quick specs for more details

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## 9.0 Attachment B - Department of Information Technology IT Standard

Standard:	<b>Enterprise Laptop/Tablet</b>
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Profile for Standard Laptop/Tablets	
<b>Category Description</b>	This category is the mobile workforce. The processor and hard drive are optimized for extended battery life. These workers may use their Laptop/Tablet in a variety of non-office environments, including hotels, airports, client, and customer sites.
<b>Category Use Cases</b>	Staff who travel extensively and require a longer battery life due to the length of time the system is disconnected from a power source. <b>NOTE: THE COUNTY IS TRANSITIONING ALL DEPARTMENTS TO LAPTOPS IF FESABLE.</b>
<b>Planned Service Life</b>	Laptop/Tablets in this category are expected to have a planned service life of three years, and agencies acquiring this category should estimate the total cost of ownership over a three-year period. Systems are expected to be acquired with three-year parts and labor warranty from the manufacturer. Options are available for upgrading the warranty to onsite, next-business-day and for extending the warranty to four and five years. An extended warranty is recommended for agencies that do not have any other maintenance strategy for out-of-warranty desktops.
<b>Manageability</b>	Laptop/Tablets that conform to this category can be well-managed and locked down to achieve optimal total cost of ownership. These Laptop/Tablets have a factory-installed software image. They must be centrally managed and remotely supported and diagnosed by DoIT. <b>Non-authorized software will be disabled and/or removed.</b>

Minimum Specification for Standard Laptop	
<b>Product</b>	HP EliteBook or ZBook Series
<b>Processor</b>	Intel Core i7 Processor (or higher)
<b>Memory</b>	16GB RAM (or higher)
<b>Display</b>	15.6-inch LED HD SVA Anti-Glare (1366x768) for built-in webcam
<b>Networking</b>	Intel I218LM GbE platform LAN connect networking controller Wireless LAN - Intel 7260AN 802.11 a/b/g/n (2x2) + Bluetooth 4.0
<b>Hard Drive</b>	Internal Storage – 128 GB to 320 GB (PCIe NVMe M.2 SSD or 7200 rpm SATA hard drive) (or higher)
<b>Optical Drive</b>	DVD±RW SuperMulti DL Drive ( <b>optional</b> standalone)
<b>USB Ports</b>	5 USB 3.0 (650) ports for fast data transfer from devices (1 charging)
<b>Security</b>	Absolute DDS Professional - Subscription License - 1 License - 5 Year and Microsoft Defender
<b>Battery</b>	54Wh or 78.5Wh Lithium-Ion Battery
<b>Weight</b>	Starting at 2.9 lb (1.32 kg) with weight saver (weight will vary by configuration)
<b>Operating System</b>	Window 10 Enterprise (64 bit) (or higher)

Options Allowed for Standard Laptop	
<b>Graphics Upgrade</b>	AMD Radeon™ R7 M465 (2GB DDR5 Dedicated)
<b>Display Upgrade</b>	<b>15.6" diagonal LED backlit FHD anti-glare SVA slim (1920 x 1080)</b>
<b>Storage Upgrades</b>	Contact the Department of IT
<b>Battery Upgrade</b>	N/A
<b>Warranty Upgrades</b>	HP Care Pack - 5 Year - Service - 9 x 5 - On-site - 100 148.00 14,800.00 Maintenance - Parts & Labor - Physical Service - 9 x 5 - On-site - Maintenance - Parts & Labor - Physical Service
<b>Accessories</b>	Contact the Department of IT

Minimum Specification for Mobile Tablet	
<b>Product</b>	<b>Microsoft Surface Pro 7+</b>
<b>Processor</b>	Intel Core i5 (or higher)
<b>Memory</b>	8GB or 16GB LPDDR4x RAM
<b>Display</b>	12.3" (2736 x 1824)
<b>Networking</b>	Wireless, Ethernet, Broadband

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<b>Hard Drive</b>	128 GB SSD (or higher)
<b>Optical Drive</b>	N/A
<b>USB Ports</b>	1 (USB-A) and 1 (USB-C)
<b>Security</b>	HP Absolute DDS Professional - Subscription License - 1 License - 5 Year and Microsoft Defender
<b>Battery</b>	2 Cell lithium polymers
<b>Weight</b>	1.7 lbs (775 g)
<b>Operating System (64 bit)</b>	Windows 10 Enterprise (or higher)

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## 9.0 Attachment C - Department of Information Technology IT Standard

Standard:	<b>Small Form Factor (SFF) Desktop</b>
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Profile for Small Form Factor (SFF) Desktop	
<b>Category Description</b>	This category defines a desktop optimized for space efficiency. Well suited for areas & offices that lack room for a typical SFF design. These units can mount under desk, on wall or behind the monitor.
<b>Category Use Cases</b>	Those areas may include but are not limited to medical examiners locations, training areas, and public kiosks. <b>NOTE: THE COUNTY IS TRANSITIONING ALL DEPARTMENTS TO LAPTOPS IF FESABLE.</b>
<b>Planned Service Life</b>	Technologies listed this category are expected to have a planned service life of three years, and agencies acquiring this category should estimate the total cost of ownership over a three-year period. Systems are expected to be acquired with three-year parts and labor warranty from the manufacturer.
<b>Manageability</b>	Devices that conform to this category may be in widely accessed areas and will be able to be well-managed and locked down to achieve optimal total cost of ownership. These Small Form Factor Desktop can have a factory-installed software image. They can be centrally managed and remotely supported and diagnosed by Department of I.T. <b>Non-authorized software will be disabled and/or removed.</b>

Minimum Specification for Small Form Factor (SFF) Desktop	
<b>Form Factor</b>	<b>Mini HP Z2 MINI G4+</b> (or higher)
<b>Processor</b>	Intel® i5 (or higher)
<b>Size</b>	17.5 x 17.7 x 3.4 cm
<b>Memory</b>	4 GB 1600 MHz DDR3 SDRAM (1 x 4 GB) 2 SODIMM or better
<b>Video Graphics</b>	Intel HD Graphics (2.6 GHz, 3 MB cache, 2 cores)
<b>Hard Drive</b>	500 GB 7200 rpm SATA
<b>Network Adapter</b>	Intel I217LM gigabit network connection
<b>Integrated speakers</b>	Optional
<b>Max Power Rating</b>	19V DC 3.3 Amps 230 VAC 89% efficient, active PFC
<b>Video Connectors</b>	<b>Display port</b>
<b>USB Ports</b>	(4) USB 3.0 / (2) USB 2.0
<b>Security</b>	Absolute DDS Professional - Subscription License - 1 License - 5 Year and Microsoft Defender

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9.0 Attachment D - Department of Information Technology IT Standard	
<b>Standard Number:</b>	<b>Standard Display Monitors</b>
<b>Effective Date:</b>	<i>This standard configuration is subject to change within 6 months of its effective date.</i>

Profile for Standard LCD Monitors	
<b>Category Description</b>	LCD displays attached to client computers, including desktops and notebooks, used by County workers.
<b>Category Use Cases</b>	<ul style="list-style-type: none"> <li>County workers who perform typical job functions in County government.</li> <li>Applies to all use cases defined by standard configurations for client computer hardware.</li> </ul>
<b>Planned Service Life</b>	LCDs are expected to have a planned service life of five years. Agencies acquiring this category should estimate the total cost of ownership over a five-year period. It is recommended that the LCD manufacturer warranty match the period of the desktop or notebook manufacturer when purchased at the same time.
<b>Manageability</b>	Not applicable.

Minimum Specification for Standard LCD Monitors	
<b>Monitors</b>	HP ProDisplay P221 21 inch LCD Backlit Monitor or better
<b>Size (diagonal)</b>	21.5 – 27 inch
<b>Native Resolutions</b>	1080p
<b>Response rate</b>	60hz response time
<b>Integrated speakers</b>	Optional
<b>Anti-Glare and Anti-Static</b>	Anti-Glare: Yes
<b>Anti-Static</b>	No
<b>Input Signals</b>	<b>Display port;</b> DVI with HDCP support
<b>Contrast ratio</b>	1000:1 Contrast Ratio
<b>Brightness (typical)</b>	250 nits
<b>Tilt</b>	Tilt: -5° to +25°
<b>Height adjustability range</b>	None
<b>Pivot rotation</b>	None
<b>Horizontal/Vertical viewing angle (typical)</b>	170/160 degrees
<b>Max Power Rating</b>	31 Watts
<b>Video Connectors</b>	<b>Display port</b>
<b>Environmental Compliance</b>	<b>ISO 14001 certified</b>

Allowed Optional Items for Standard LCD Monitors	
<b>Warranty</b>	Protected by HP 3-year parts, 3-year labor, 3-year onsite limited warranty. Next business day exchange available.
<b>Warranty Upgrades</b>	4/4/4 and 5/5/5 (Ex: 4-year parts, 4-year labor, 4-year onsite limited warranty). Next business day exchange available.
<b>Sound</b>	<b>HP LCD Speaker Bar – Part number NQ576AA</b> Powered directly by the connected PC, the Speaker Bar seamlessly attaches to the monitor's lower bezel to bring full audio support to select HP flat panel monitors. Features include dual speakers with full sound range and dual external headphone jacks. Sold separately. For more information, refer to the product's Quick Specs.
<b>Display Extender</b>	<b>USB Graphics Adapter - Part Number NL571AA</b> Enables connection of up to six simultaneous displays to help you boost productivity and multi-task across several open applications.



# Cuyahoga County IT Standards

9.0 Attachment E - Department of Information Technology IT Standard	
Standard:	Web Camera Hardware Standard
Logitech C925E Webcam	Mfg. part # 960-001075
Logitech C930e Webcam	Mfg. part # 960-000971
Logitech BRIO Webcam	Mfg. part # 960-001105
Microsoft LifeCam Studio	Mfg. part # Q2F-00013
Microsoft LifeCam HD-3000	Mfg. part # T3H-00011
Microsoft Teams or Cisco Complaint Device	Various

9.0 Attachment F - Department of Information Technology IT Standard	
Standard:	Network Printer/Copier Standard

Profile for Network Printer/Copier Standard	
<b>Category Description</b>	<b>Konica Minolta</b> network printer/copier standards include a wide range of products, from high-speed color MFPs to super-efficient black and white printers to scanners and fax machines networked to client computers, including desktops and notebooks, used by County workers. Specific items are identified based on business requirements and selected from the Konica Minolta catalog included in the contract.
<b>Category Use Cases</b>	<ul style="list-style-type: none"> <li>County Departments of Division that require large printing, copying, e-filing functionality – usually one MFP per area or floor.</li> <li>Specific County users or Departments that require private or customized print services.</li> </ul>
<b>Planned Service Life</b>	<b>Konica Minolta</b> network printer/copiers are expected to have a planned service life of five years. Agencies acquiring this category should estimate the total cost of ownership over a five-year period. It is recommended that the manufacturer warranty period of the printer/copier manufacturer when purchased.
<b>Manageability</b>	Not applicable.

Magnetic Ink Character Recognition (MICR)	
<b>E-13-B CHARACTERS:</b>	NUMERALS 1 2 3 4 5 6 7 8 9 0 TRANSIT NO. SYMBOL I: ON-US SYMBOL II' DASH SYMBOL'''
<b>PRINTING THE MAG LINE:</b>	The E-13-B characters must be printed as shown to the left, within a bank 1/4" wide spaced as above. The exact sequence of characters is illustrated. The Mag Line will be printed with approved magnetic ink in accordance with specifications outlined in ANSI
<b>NNNN SEQUENTIAL NUMBER</b>	Indicate position for M.I.C.R. Sequential Numbering when applicable
<b>COMPONENTS OF A CHECK</b>	<ol style="list-style-type: none"> <li>Check or Serial Number</li> <li>Fractional Routing Transit No.</li> <li>Date</li> <li>Payee</li> <li>Convenience Amount of Check</li> <li>Legal Amount of Check</li> <li>Drawee Institution</li> <li>Memo Line</li> <li>Signatures</li> <li>Clear MICR Band</li> </ol>

# Cuyahoga County IT Standards

<b>9.0 Attachment G - Department of Information Technology</b>	
<b>Standard:</b>	<b>Desktop Phone Hardware Standard</b>

## 1.0 Purpose

This County standard defines the desktop phone hardware requirements and standard.

## 2.0 Scope

This County IT standard is applicable to all offices and agencies of Cuyahoga County except for those specifically exempted.

## 3.0 Standard

The county standard for desktop phones is defined:

### 3.1 Hardware Categories

**Standard Desktop Phones** – The Standard Desktop phone categories are

<b>Desktop Phones</b>	
-Standard user	Cisco 8811 – IP Phone
-Multi-line Required	Cisco 8851 – IP Phone ( <i>optional sidecar</i> )
-Camera Phone	Cisco 8845 – IP Phone
-Single Line Phone	Cisco 7811 – IP Phone
<b>Conference Room Phones</b>	
-Standard Conference Phone	Cisco 8832 – IP Conference Phone <i>optional wireless microphones</i>
-Wireless Conference Phone	Cisco 8831 with wireless microphones
<b>Video Conferencing Mobile Unit</b>	Display: 40"-65" LED display-digital-signage-full HD (1080p), direct lit LED, onsite warranty
- Universal Mounting Bracket	
- Adjustable Height Shelf	
- Wire Management (in rear)	
- 37" to 65" Plasma / LCD Screen	
- Adjustable Camera Platform	
- Power Module	
<b>Camera</b>	Logitech C930e Webcam (Polycom Cisco SX10-20, DX70/80, Cisco Room Kits, Cisco Room 55

## 4.0 Attachments

None.

# Cuyahoga County IT Standards

## 10.0 Attachment A - Department of Information Technology

Standard:

Enterprise Server Hardware

### 1.0 Purpose

This County standard defines the hardware requirements and standard configurations for x86 based server computers purchased by County agencies for use as virtual server hosts. Server virtualization is strongly encouraged to make the best use of county resources. When virtualization is not possible, requirements will be reviewed and configurations for physical servers will be prepared by the Cuyahoga County Department of Information Technology Infrastructure and Operations (Network Engineering Team). This County standard will be updated annually and can be amended at any time throughout the year.

### 2.0 Scope

This County IT standard is applicable to all offices and agencies of Cuyahoga County except for those specifically exempted. Exemptions need to be approved by the Deputy Chief Information Officer with review by the Office of Security and Research and the Technical Advisory Committee.

### 3.0 Standard

The County standard for servers is defined and dictated by the server purpose. Virtual servers are strongly encouraged and will be hosted on the county standard VMware or Hyper-V virtualization platform. When an application requires physical servers, the requirements will be reviewed, and configurations prepared by the Cuyahoga County Department of Information Technology Network Engineering staff. Servers will follow either the County HP standard platform or Cisco UCS.

#### Server Categories

**3.1 Standard Configuration Server** – The Standard Configuration Server category is the most common configuration and is intended to meet a wide range of agency virtualization requirements. A standard server offers the capacity and resources needed to support at least 20 virtualized machines (VMs).

**3.2 Large Configuration Server** – The Large Configuration Server category is distinguished from the Standard Server based on specific requirements for large virtualization projects in agencies. This category offers significant capacity and resources needed to support more than 20 VMs.

### 4.0 Revisions & Exceptions

#### 4.1 Revisions to this Standard

The Deputy Chief Technology Officer or their designee shall ensure that the Enterprise x86 Server Hardware for Virtual Server Hosts standard is regularly updated and published to reflect changes in technology, market trends, agency requirements and state policies.

# Cuyahoga County IT Standards

## 4.2 Exceptions to this Standard

Agencies requesting to procure servers not in conformance with this County IT standard shall provide sufficient business justification to document why a standard configuration does not satisfy their business requirements. Any exceptions may affect the level of support the Department of IT can provide.

## 5.0 References

None

## 6.0 Definitions

None.

## 7.0 Attachments

A – Standard Configuration Server

B – Large Configuration Server

### 7.0 Attachment A - Department of Information Technology IT Standard

<b>Standard:</b>	<b>Standard Server Configuration</b>
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Profile for Standard Configuration Server	
<b>Category Description</b>	This category is the most common configuration and is intended to meet a wide range of agency requirements for servers that will be virtualized as well as for some physical servers.
<b>Category Use Cases</b>	<ul style="list-style-type: none"> <li>This standard offers the capacity and resources to support at least 20 VMs.</li> <li>The Department of IT may apply this standard to servers that will not be virtualized.</li> </ul>
<b>Planned Service Life</b>	Servers in this category are expected to have a planned service life of five years. Agencies acquiring this category should estimate the total cost of ownership over a five-year period. Systems are required to be acquired with a five-year onsite, next-business-day warranty. Options are available for extending the warranty to onsite four-hour response. An extended service agreement is required for agencies that need service and support beyond five years.

Minimum Specification for Standard Configuration Server	
<b>Processor</b>	2 Socket Server with 1 Intel Gold 6142 Processor or better
<b>Memory</b>	64GB (1x64GB) Quad Rank
<b>Network Adapter</b>	Integrated Dual 1 Gigabit controller or Integrated Dual 10 Gigabit Controller
<b>Hard Drive</b>	Optional
<b>Power Supply</b>	Dual Hot Swap Power Supply

Conforming Server Models			
Standard Configuration Servers			
Brand	Rack	Blade	Tower
HP	DL380 G10 or better	BL460C G10 or better	ML370 G10 or better
Cisco UCS	Cisco	Cisco	Cisco

Options Allowed for Standard Configuration Servers
Additional Processors, Additional Memory, DVD Drive, Secondary Raid Controllers, Secondary Network Interface Adapters, Fiber Channel Controllers, Remote Management Software, Remote Management Hardware, Keyboard & Mouse, Flash/USB Media, and Media Retention Services.

# Cuyahoga County IT Standards

## 7.0 Attachment B - Department of Information Technology IT Standard

<b>Standard:</b>	<b>Large Server Configuration</b>
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### Profile for Large Configuration Server

<b>Category Description</b>	This Large Configuration Server category is distinguished from the Standard Configuration Server category based on specific requirements for large virtualization projects in agencies. This category offers significant capacity and resources required to support more than 20 VMs.
<b>Category Use Cases</b>	<ul style="list-style-type: none"> <li>A Large Configuration Server offers the capacity and resources to support more than 20 VMs.</li> <li>DoIT may apply this standard to servers that will not be virtualized.</li> </ul>
<b>Planned Service Life</b>	Servers in this category are expected to have a planned service life of five years. Agencies acquiring this category should estimate the total cost of ownership over a five-year period. Systems are required to be acquired with a five-year onsite, next-business-day warranty. Options are available for extending the warranty to onsite four-hour response. An extended service agreement is required for agencies that need service and support beyond five years.

### Minimum Specification for Large Configuration Server

<b>Processor</b>	4 Socket Server with 2 Intel Platinum 8256 Processors or equivalent
<b>Memory</b>	64GB (1x64GB) Quad Rank x4 DDR4 or better
<b>Network Adapter</b>	Integrated Dual 1 Gigabit controller or Integrated Dual 10 Gigabit Controller
<b>Hard Drive</b>	Optional
<b>Power Supply</b>	Dual Hot Swap Power Supply

### Conforming Server Models

Large Configuration Servers			
Brand	Rack	Blade	Tower
HP	DL380 G10 or better	BL460C G10 or better	ML370 G10 or better
Cisco UCS	Cisco	Cisco	Cisco

### Options Allowed for Large Configuration Servers

Additional Processors, Additional Memory, DVD Drive, Secondary Raid Controllers, Secondary Network Interface Adapters, Fiber Channel Controllers, Remote Management Software, Remote Management Hardware, Keyboard & Mouse, Flash/USB Media, and Media Retention Services.

# Cuyahoga County IT Standards

## 10.0 Attachment C - Department of Information Technology IT Standard

Standard:

Enterprise Storage

### 1.0 Purpose

This County standard defines the hardware requirements and standard configurations for x86 based server computers purchased by County agencies for use as virtual server hosts. Server virtualization is strongly encouraged to make the best use of county resources. When virtualization is not possible, requirements will be reviewed and configurations for physical servers will be prepared by the Cuyahoga County Department of Information Technology. This County standard will be updated annually and can be amended at any time throughout the year.

### 2.0 Scope

This County IT standard is applicable to all offices and agencies of Cuyahoga County except for those specifically exempted. Exemptions need to be approved by the CTO with review by the Office of Security and research.

### 3.0 Minimum Standard

The county standard for servers is defined and dictated by the server purpose. Enterprise Storage servers are strongly encouraged and will be hosted on the county standard platform. When an application requires physical servers and storage, the requirements will be reviewed, and configurations prepared by the Cuyahoga County Department of Information Technology engineering staff. Enterprise Storage servers will follow either the County HP standard platform, or Cisco UCS.

#### Server Categories

**3.1 Standard Enterprise Storage NetApp/Nimble** – The Standard Enterprise Storage uses NetApp and is intended to meet a wide range of agency requirements. Nimble, a flash storage solution is the standard data storage array that uses the iSCSI protocol and includes data backup features for agency departments. This category offers significant capacity and resources.

**3.2 Standard Enterprise Back-up** – The Enterprise Back-up Configuration category is distinguished from the Standard Server based on specific requirements for projects in agencies. This category offers significant capacity and resources.

### 4.0 Revision & Exceptions

#### 4.1 Revision to this Standard

The Chief Technology Officer or their designee shall ensure that the Enterprise Storage Server Hardware and back-up Appliance standard is regularly updated and published to reflect changes in technology, market trends, agency requirements and state policies. The Office of Security and Research will also review any revision to ensure security configurations, policies, and availability are met.

# Cuyahoga County IT Standards

## 4.2 Exceptions to this Standard

Agencies requesting to procure servers not in conformance with this County IT standard shall provide sufficient business justification to document why a standard configuration does not satisfy their business requirements. Exceptions need to be approved by the CTO with review by the Office of Security and research. Any exceptions may affect the level of support the Department of IT can provide.

## 5.0 References

None.

## 6.0 Definitions

None.

## 7.0 Attachments

### A – Enterprise Storage Standard

7.0 Attachment A - Department of Information Technology IT Standard	
Standard:	<b>Enterprise Storage Standard</b>

Profile for Enterprise Storage Server	
<b>Category Description</b>	This Enterprise Storage Server category is distinguished from the Standard Configuration Server category based on specific requirements for projects in agencies. This category offers significant capacity and resources.
<b>Category Use Cases</b>	<ul style="list-style-type: none"><li>• An Enterprise Server significant capacity and resources</li><li>• Department of IT may apply this standard to servers that will not be virtualized.</li></ul>
<b>Planned Service Life</b>	Enterprise Storage Servers in this category are expected to have a planned service life of five years. Agencies acquiring this category should estimate the total cost of ownership over a five-year period. Systems are required to be acquired with a five-year onsite, next-business-day warranty. Options are available for extending the warranty to onsite four-hour response. An extended service agreement is required for agencies that need service and support beyond five years.

Options Allowed for Large Configuration Servers
Additional Processors, Additional Memory, DVD Drive, Secondary Raid Controllers, Secondary Network Interface Adapters, Fiber Channel Controllers, Remote Management Software, Remote Management Hardware, Keyboard & Mouse, Flash/USB Media, and Media Retention Services.

# Cuyahoga County IT Standards

10.0 Attachment C - Department of Information Technology IT Standard	
Standard:	Hardware Refresh Cycle Standard

## 1.0 Purpose

The purpose of the standard hardware refresh cycle is to provide coordinated and centralized hardware purchase and refresh cycle process to reduce their overall cost to the county while maintaining adequate information technology that meets existing business needs. This County standard defines the hardware refresh cycle requirements and standard for Client Computer, Server, Storage and Back-up hardware.

## 2.0 Scope

All Cuyahoga County owned standard workstation computers, mobile devices (laptop/smartphone/tablet) computers, network infrastructure, and agency servers including storage and back-up appliances.

## 3.0 Standard

County owned Standard Hardware will be refreshed every 5 years unless specified below.

### 3.1 Desktop, Notebook Hardware Refresh

The county standard for the refresh cycle is 5 years personal computers and laptops/notebooks/tablets. A standard refresh cycle reduces life-cycle cost by optimizing support costs will be the most effective and cost-efficient strategy.

### 3.2 Server Refresh

The county standard for the refresh cycle is 5 years. Although server refresh may be critical for agencies to replace servers at optimal times, dependent upon their application, utilization, and business requirements.

### 3.3 Storage Hardware and Back-up Appliance Refresh

The county standard for the refresh cycle is 5 years.

### 3.4 Smartphone and/or Tablet

The county standard for the refresh cycle is 2 years.

### 3.5 Network Infrastructure

The county standard for the refresh cycle is 5-7 years. Exemption can be approved by the Deputy CTO and CIO.

## 4.0 Revisions & Exceptions

The County Department of Information Technology (DoIT) reserves the right to modify, amend, or terminate the refresh cycle standard at any time. Given the ever-changing landscape of hardware, the hardware refresh standard will be reviewed annually.



# Cuyahoga County IT Standards

# Cuyahoga County IT Standards

## APPENDIX II – APPLICATION & SOFTWARE STANDARD DETAILS

Department of Information Technology IT Standard	
<b>Standard:</b>	<b>Desktop Software Standard</b>

### 1.0 Purpose

This County standard defines the desktop software requirements and standard.

### 2.0 Scope

This County IT standard is applicable to all offices and agencies of Cuyahoga County except for those specifically exempted. Exemptions need to be approved by the CTO with review by the Office of Security and Research.

### 3.0 Standard

The county standard for desktop software is defined.

#### 3.1 Software Categories

##### Standard Desktop Software

<b>Office Productivity</b>	Office 365 Suite
<b>Email</b>	Microsoft Office 365
<b>Messaging – Conference - Collaboration</b>	Microsoft Office 365 Teams
<b>Browser (Base)</b>	Edge / Chrome
<b>PDF Reader</b>	Edge Browser, Nitro Reader
<b>Anti-Virus</b>	Microsoft Windows Defender
<b>Password Storage and Management</b>	KeePass
<b>Fax Software</b>	Rightfax

#### 3.2 Software Categories

##### Department Specific Desktop Software

<b>Any Department (per Request) – PDF Editor</b>	Nitro PDF
<b>Any Department (per Request) – Diagram/Flowchart</b>	Visio – Engineering SmartDraw – All lines of business Others – requires CTO approval
<b>Any Department (per Request) – Project Tracking</b>	SmartSheet, Microsoft Projects
<b>Any Department (per Request) – FTP / SFTP</b>	WS_FTP
<b>Any Department (per Request) – VPN</b>	F5 Big-IP (APM), Cisco AnyConnect (ASA)
<b>Fiscal – Oracle Client</b>	11g/12g/12c
<b>Public Safety (NEORFC) Application</b>	Kaseware
<b>Public Safety Application - CAD</b>	AutoDesk
<b>Public Safety EMA – Drone Software</b>	Kitty Hawk*

# Cuyahoga County IT Standards

<b>Sheriff Application – JMS</b>	IMACS
<b>Sheriff – General</b>	Thomson Reuters, Coin Printer (SNBC Impact Printer BTP-M300D)
<b>Sheriff – Evidence System</b>	BEAST
<b>Sheriff – Mobile Camera System</b>	ProIP Camera System
<b>Sheriff – Corrections Guard System</b>	Guard Real Time Software
<b>Medical Examiners Office</b>	Perkins Elmer
<b>Public Works Application</b>	Repair Manual Online Software*
<b>Public Works Application</b>	Granite XP sewer camera truck software
<b>Public Works Application</b>	Autodesk AutoCAD Software, Raster Design, Civil 3D, and Infrastructure Design Suite Premium.
<b>Public Works Application</b>	Autodesk Revit Architecture Software
<b>Public Works Application</b>	Bentley STAAD.Pro, StormCad, SewerCad, FlowMaster and Microstation.
<b>Public Works Application</b>	Brass Culvert Engineering Software.
<b>Public Works Application</b>	Asshtoware BridgeWare Virtis Software
<b>Public Works Application</b>	PSBeam
<b>Public Works Application</b>	Alldata
<b>Public Works Application</b>	FleetMax
<b>Public Works Application – Animal Shelter</b>	Donor Perfect Online*
<b>Public Works - Weather</b>	WeatherSentry RoadCast/Pavement
<b>Fiscal – Weights &amp; Measures</b>	WinWAN
<b>Geographic Information Systems (GIS)</b>	Esri ArcGIS, ArcMap, ArcPro, ArcGIS Online
<b>Department of IT – Image Editing</b>	Adobe Creative Cloud
<b>Department of IT – Collaboration</b>	Slack
<b>Department of IT System Monitoring</b>	SolarWinds
<b>Department of IT – Mobile Support</b>	Cellebrite
<b>ADA Compliant Software</b>	Monsido
<b>ADA Services</b>	Sight Center

# Cuyahoga County IT Standards

Department of Information Technology IT Standard	
<b>Standard:</b>	<b>Server Software Standard</b>

## 1.0 Purpose

This County standard defines the server software requirements and standard.

## 2.0 Scope

This County IT standard is applicable to all offices and agencies of Cuyahoga County except for those specifically exempted. Exemptions need to be approved by the CTO with review by the Office of Security and research.

## 3.0 Standard

The county standard for Server software is defined

### 3.1 Server Software Categories

**Standard Server Software** – The Standard Server software category is

Server Standard	Software Standard
<b>SQL Server Current Version</b>	Microsoft .NET Framework Windows PowerShell NET 3.5 SP1 or newer NET Framework 4.1 or newer SQL Server Native Client SQL Server Setup support files
<b>Windows</b>	Windows Server 2016 or newer
<b>Linux</b>	Ubuntu 20.04 LTS or newer
<b>SSL Certificates</b>	EnTrust
<b>Performance Monitor</b>	Solarwinds
<b>Web Deployment Application</b>	RepliWeb
<b>Media/Video Platform</b>	Vbrick Systems
<b>Geographic Information Systems (GIS)</b>	Esri ArcGIS Enterprise Latitude Geographic's Geocortex Essentials GIS Software

## 4.0 Attachments

None.

# Cuyahoga County IT Standards

Department of Information Technology IT Standard	
<b>Standard:</b>	<b>BUSINESS SOLUTIONS/PLATFORMS</b>

## 1.0 Purpose

The purpose of the business section is to provide the list of technology platforms that have been standardized by the County.

## 2.0 Scope

All Cuyahoga County contracted enterprise software systems. Solutions listed were reviewed and defined through the owning technology department.

## 3.0 Standard

County contracted enterprise software system will be reviewed and budgeted every budgeting cycle.

## 6.0 Business Software / Solutions

ERP	
HR	InfoR GHR (former SAP), TAM, LSM
HR – Benefits	JellyVision
Public Works (Asset Inventory)	InfoR EAM
Fiscal – Purchasing (Financials)	InfoR Lawson
Fiscal – Purchasing (Vendor Registration)	InfoR SSRP
Fiscal – Treasury (Check Processing)	MHC
Fiscal – OBM (Budget)	Sherpa (former BRASS)
Real Property	
Property Tax	MVP
Document Recording	Kofile
Document Management	
Platform	OnBase
Electronic Signature	OnBase, NitroPro eSign
Case Management	
	OnBase
	Peerplace (HHS only)
Laboratory Information Management Systems (LIMS)	Justice Trax (Medical Examiner’s Office)
Department of IT	
Virtual Server Infrastructure	VMWare VMWare Virtual Desktop Solution <i>(HorizonView or re-branded equivalent)</i>
Cherwell Service Management*	Cloud-hosted software solution for IT Service Management

# Cuyahoga County IT Standards

<b>Collaboration</b>	Cisco Collaboration Suite* Microsoft Office 365 Collaboration Suite* Slack* (IT Only)
<b>Content Management</b>	Sitefinity (replacing Synapse)
<b>Esri Enterprise GIS</b>	Esri Enterprise Suite/Platform
<b>Data Archiving</b>	Solix* CDP
<b>Business Intelligence</b>	Tableau*, ArcGIS Insights
<b>Time Tracking</b>	Clockify
<b>Sheriff</b>	
<b>Fingerprint Scanning/ID</b>	CABIS (Thales Group)
<b>HHS</b>	
<b>Mail processing machine at JFS and OCSS</b>	OPEX
<b>Accurint or Government software</b>	Lexis/Nexis
<b>Transportation routing &amp; scheduling CFS</b>	Workwave
<b>Training room reservation software Westshore</b>	Calendar Wiz
<b>Mobile travel expense software</b>	TripLog
<b>Fingerprint &amp; background check software</b>	Biometric
<b>Geocoding software</b>	Google Maps API
<b>Cloud application hosting services</b>	Azure
<b>Software development environment</b>	Visual Studio (via MSDN Subscription)
<b>Application Lifecycle Management System</b>	JIRA
<b>Collaboration workspace for JIRA projects</b>	Confluence
<b>Front-end web application development</b>	SurveyJS
<b>Chat Software for OCSS Website</b>	Genesys Bold360
<b>Electronic Signatures</b>	DocuSign
<b>Embarcadero Delphi Enterprise</b>	Development Support Software (Delphi)
<b>Fourwinds Digital Signage*</b>	Visual Communications application
<b>Scanning</b>	Kodak Capture Pro
<b>Data Reporting</b>	Tableau*, Solix*, Microsoft SSRS, Cognos (EAM), Crystal Reports
<b>Phone Call Recording</b>	MediaSense
<b>Cloud File Sharing</b>	Microsoft OneDrive/SharePoint*, ShareBase*
<b>E-mail</b>	Microsoft Office 365*

# Cuyahoga County IT Standards

## APPENDIX III – NON-EXECUTIVE AGENCY STANDARDS

### CUYAHOGA COUNTY COURTS

<b>Common Pleas Court</b>	
<b>Court Management System</b>	Proware
<b>Backup</b>	Unitrends
<b>Juvenile Court</b>	
<b>Court Management System</b>	CourtSmart
<b>Probate Court</b>	
<b>None On-File</b>	
<b>Domestic Relations Court</b>	
<b>Internal Messaging</b>	Big Ant
<b>Oracle Client</b>	11g/12g/12c

Additional Links:

### OTHER COURTS

<b>8<sup>th</sup> Court of Appeals</b>	
<b>None On-File</b>	

Additional Links:

# Cuyahoga County IT Standards

## CUYAHOGA COUNTY PUBLIC DEFENDER’S OFFICE

Public Defender’s Office	
None On-File	

Additional Links:

## CUYAHOGA COUNTY PROSECUTORS OFFICE

Prosecutors Office	
Case and Document Management	Pointe Blank Justice Matters & DocuPointe
PDF Software	Fox-It
Various Media Storage	Various – Approval by Prosecutor CIO
Custom Workstations	Various – Approval by Prosecutor CIO
Investigative Software	Griffeye, EnCase, MAGNET Software, Callyo, Cybergenetics True Allele

Additional Links:

## BOARDS AND COMMISSIONS

Board of Elections	
Separate Standards On-File	See Additional Links Below

Additional Links: [IT Documentation Internal SharePoint – BOE IT Standards 2020.pdf](#)

Link preview: [https://cuyahogacounty.sharepoint.com/:b/s/DoITDocs/EUIIvNn2vuVGmiYFXa0s30QBqo2v2o\\_XRpfllJwsySP4OQ?e=dcUpVC](https://cuyahogacounty.sharepoint.com/:b/s/DoITDocs/EUIIvNn2vuVGmiYFXa0s30QBqo2v2o_XRpfllJwsySP4OQ?e=dcUpVC)

Board of Development Disabilities	
Internal Office Phone System	Cisco (County Provided)

Additional Links:

ADAMHS	
None On-File	

Additional Links:



# Cuyahoga County IT Standards

OTHER

<b>Internal Audit – Case Management</b>	TeamMate
<b>Agency of Inspector General – eDiscovery</b>	NextPoint
<b>Agency of Inspector General – Case Management</b>	WingSwept
<b>Agency of Inspector General - Other</b>	Thomson Reuters West Publisher

Additional Links: