



Insights from the Top: Lessons from a County Administrator on AI-Driven Transformation

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Impact on the Future of Work

AI & Automation is a **County** Co-Worker, Not a Replacement

- **Supportive Role:** AI acts as a coworker by handling repetitive tasks, allowing humans to focus on creativity & strategy. **We call this working *on* the business, not *in* it.**
- **Augmentation:** AI enhances human capabilities by providing data-driven insights & automation, complementing human work.
- **Collaboration:** AI tools facilitate collaboration by streamlining workflows & increasing overall productivity for teams.
- **Continuous Learning:** AI continually learns and adapts from data, providing up-to-date information & recommendations.





Client

Lorain County, OH

Industry

Government

Profile

Located in the northeast part of Ohio, the county was physically established in 1824.



When I see an AI product like this, it can transform the way we do business, in particular when it comes to our records and retention.”

– Todd Sharkey, County Information Technology Director

Challenges

- Up to 25 years' worth of records that need to be digitized at a cost of >\$3M to scan w/ no search or retrieval.
- Disparate and antiquated solutions in all departments.
- Looking for a major impact win using AI in work and document management **across divisions**.
- Create a **World-class** taxpayer service delivery.

Results

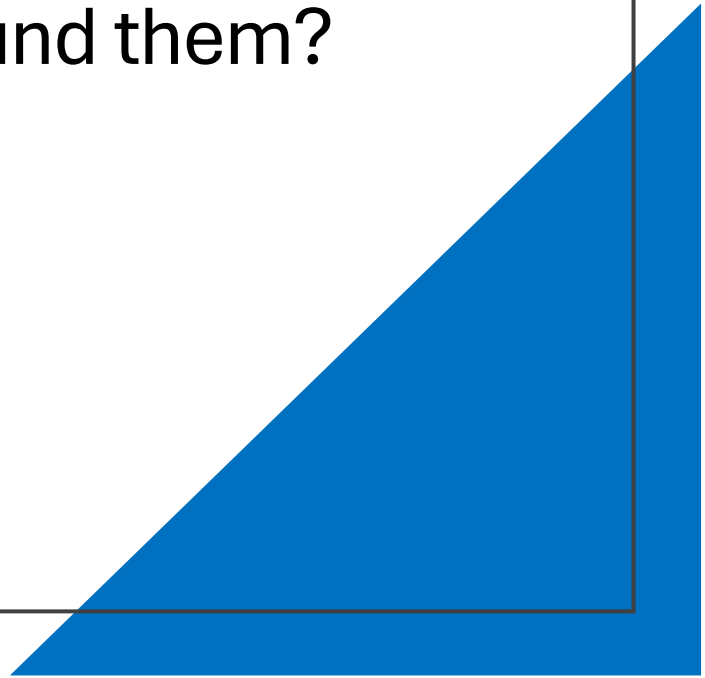
Records Center: Digitizing historical documents for **ease of search**, including handwritten records, and supporting Sunshine Law document compliance (RC1, 2 and 3).

Clerk of Courts: Search on all historical case files, managing requests from prosecutors' office and judges and public accessibility.

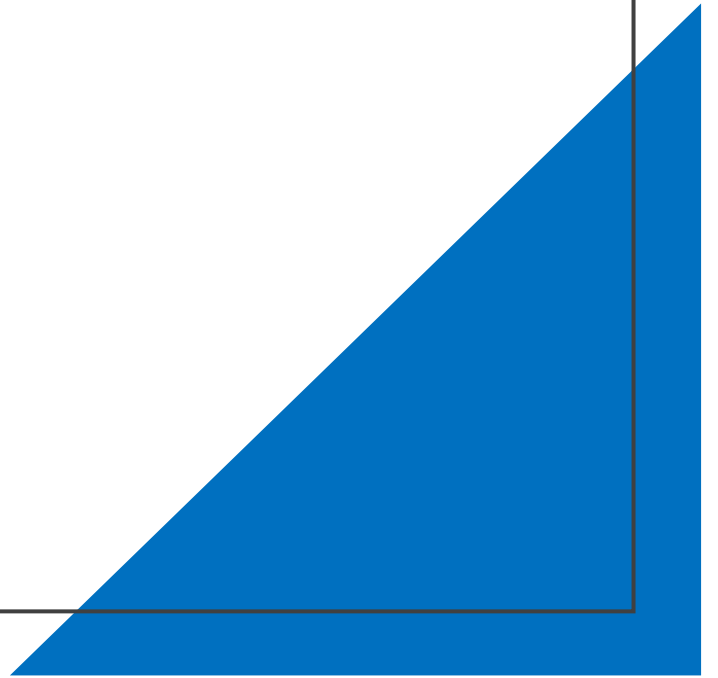
Clerk of the Board: Minutes, notes, and resolution intake, **creating an easily searchable repository**.

Accounts Payable: Streamlining bill payment process to **restore and protect** credit rating.

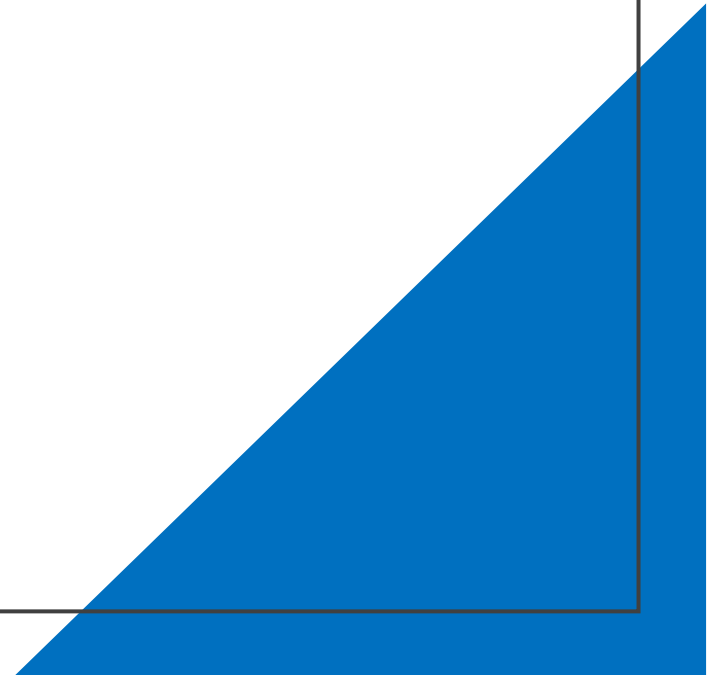
What Drove Lorain County to change how they manage records and the workflow around them?



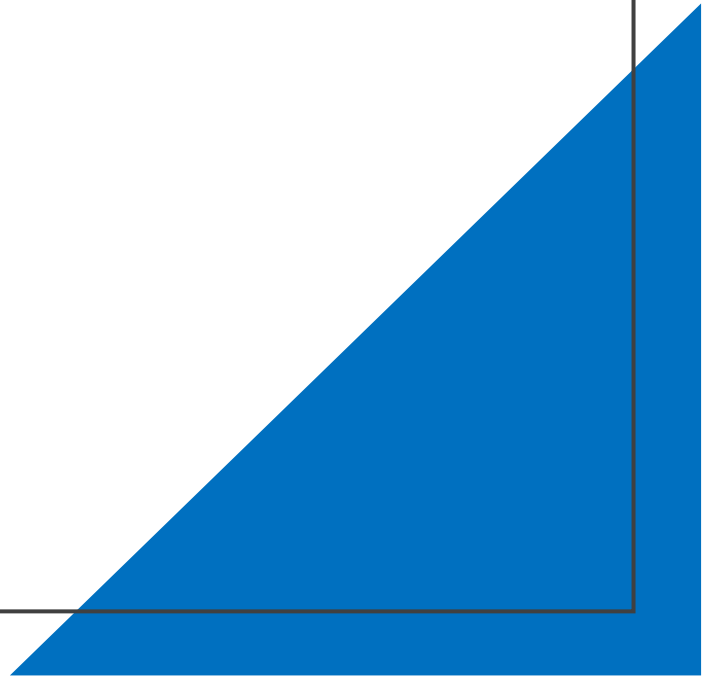
Why is this approach important and why should other Counties follow suit?



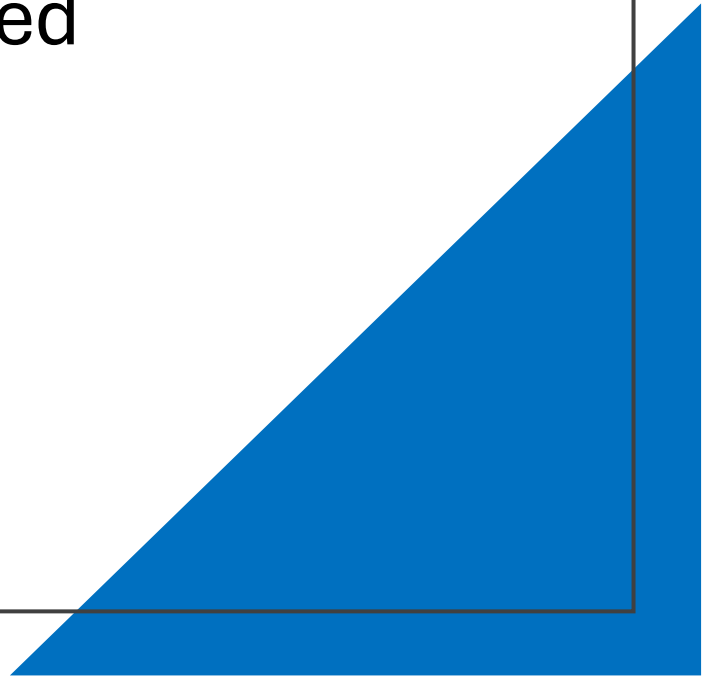
What was the most difficult aspect of driving this type of change?



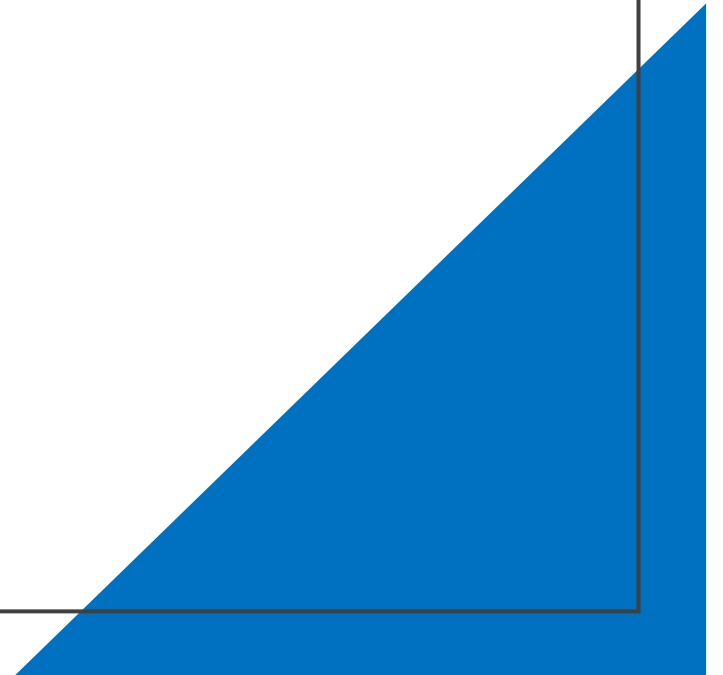
Were the elected officials supportive?



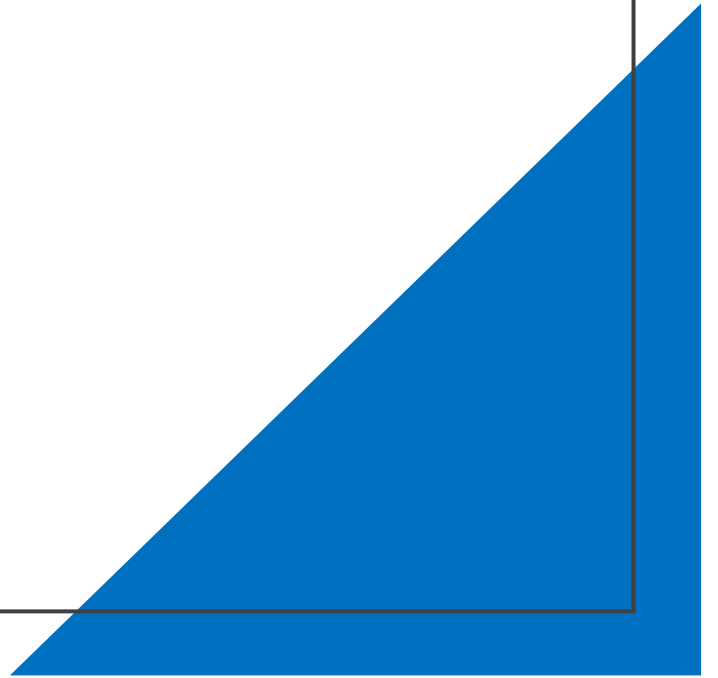
What would you recommend to a County that is considering this type of Digital/AI based transformation?



What were the characteristics you sought in a technology partner?



How did you ultimately decide?



Digital County Government Modernization Program

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Scan the QR Code or reach out to:

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