

Clearwater, Florida, April 25, 2013

The Pinellas County Business Technology Services Board met in regular session at 1:01 P.M. on this date in the County Commission Assembly Room, Pinellas County Courthouse, Clearwater, Florida, with the following members present:

Susan Latvala, County Commissioner, Chairman
Pam Dubov, Property Appraiser, Vice-Chairman
Ken Burke, Clerk of the Circuit Court (Late Arrival)
Deborah B. Clark, Supervisor of Elections
Robert Gualtieri, Sheriff
Robert S. LaSala, County Administrator
Bernie McCabe, State Attorney
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit
Diane Nelson, Tax Collector
Denise Poling, representing Bob Dillinger, Public Defender

Not Present

Bob Dillinger, Public Defender
Kenneth T. Welch, County Commissioner

Also Present

James Russell, Interim Executive Director of Business Technology Services (BTS)
Dennis R. Long, Chief Assistant County Attorney
Peggy Rowe, Director of Human Resources
Beverly Waldron, Human Resources Manager
BTS Department Staff
Michael P. Schmidt, Board Reporter, Deputy Clerk

AGENDA

1. Call to Order (Chair, Commissioner Latvala)
2. Designation of Voting Proxies (Chair, Commissioner Latvala)
3. Approval of Meeting Minutes (Chair, Commissioner Latvala)
 - BTS Board Meeting – January 17, 2013
 - BTS Board Meeting – February 21, 2013
4. Discussion Item – BTS Executive Director Search (Beverly Waldron)
5. Discussion Item – Interlocal Agreement Amendment (Dennis Long)
6. Action Item – Approval of Strategic Business Plan (Jim Russell)
7. Action Item – Approval of Budget Proposal FY13 (Jim Russell)
8. Adjournment (Chair, Commissioner Latvala)

CALL TO ORDER

Chairman Latvala called the meeting to order at 1:01 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Latvala indicated that Ms. Poling is representing Public Defender Dillinger; and that Clerk Burke is enroute and should arrive shortly; whereupon, Attorney Long indicated that Ms. Poling would be unable to vote, as she represented Public Defender Dillinger at the January meeting.

MINUTES OF JANUARY 17, 2013 AND FEBRUARY 21, 2013 MEETINGS – APPROVED

Upon presentation by Chairman Latvala of the minutes of the BTS meetings of January 17, 2013 and February 21, 2013, Chief Judge McGrady moved, seconded by Tax Collector Nelson and carried, that the minutes be approved as submitted.

BTS EXECUTIVE DIRECTOR SEARCH

Ms. Waldron discussed the search for a BTS Executive Director, and related that a bid is out to engage the services of a recruiting firm; that the firm would be selected by the end of next week; and that it would be provided a draft position profile detailing the fundamental qualities the members are seeking in a candidate; whereupon, Ms. Waldron discussed the interview process, relating that there would be two rounds of interviews; that the initial interviews would be conducted by a subset of the members; that those members would choose two or three individuals to progress to a second round of interviews; and that the selected finalists would be interviewed by BTS Board members, staff, and other stakeholders. In response to query by Ms. Waldron, Chairman Latvala, Administrator LaSala, Tax Collector Nelson, Property Appraiser Dubov, and Supervisor Clark indicated that they would serve on the interview panels.

In response to queries by Chief Judge McGrady and Chairman Latvala, Ms. Waldron provided further information regarding the interview process, and indicated that the first set of interviews is slated to take place on June 24; that the date falls on a Monday and would best accommodate candidates traveling from other parts of the county; that the members retain the ability to select a different date; and that the interview process takes an entire day; whereupon, following discussion and at the request of Chairman Latvala, Ms. Waldron agreed to select another date to conduct the interviews.

INTERLOCAL AGREEMENT AMENDMENT

Attorney Long referred to a document titled *First Amendment to the Interlocal Agreement*, and indicated that pursuant to discussion at a previous BTS Board meeting, he has written language that would establish an alternative to withdrawing from the Interlocal Agreement for the Constitutional Officers and would allow a Constitutional Officer to resign as a member of the Board while continuing to participate in BTS programs and services; whereupon, he related that any Constitutional Officer may resign as a Board member by providing written notice to the Board at least 30 days prior to his or her resignation; that the resigning Constitutional Officer may be reinstated to Board membership by providing written notice to the Board; and that any subsequent resignation by a Board member who has previously resigned and been reinstated must be accepted by a majority of the remaining Board members at a regular or special Board meeting to be effective.

In response to queries by State Attorney McCabe, Attorney Long referred to Section 12 of the Interlocal Agreement and explained the difference between Items A and B. He indicated that while Item A refers to a Constitutional Officer who withdraws from the Interlocal Agreement and also declines to participate in BTS programs and services, Item B refers to a Constitutional Officer who declines to participate as a Board member but whose staff can continue to actively participate in BTS programs and services; whereupon, Property Appraiser Dubov referred to the reinstatement language, posed a scenario where a Constitutional Officer withdraws from the Board, is reinstated, and is subsequently replaced by a newly-elected individual, and questioned whether the new member would be allowed one "free" reinstatement. Following discussion in which Sheriff Gualtieri, State Attorney McCabe, and Attorney Long provided input, Chairman Latvala indicated that the language would remain as written.

In response to queries by Supervisor Clark, Attorney Long provided further information regarding the withdrawal and resignation provisions, and indicated that when the original Interlocal Agreement was created, there was a desire to align the resignation notifications and the fiscal year in order to provide sufficient time for Constitutional Officers to transition out of BTS programs; whereupon, Tax Collector Nelson questioned the need for a 30-day written notice, and State Attorney McCabe and Attorney Long provided input.

Attorney Long advised the members that they could approve the document in concept; that he would then circulate the document for their review and signature; and that the agreement would then go to the Board of County Commissioners for approval; whereupon, Chief Judge McGrady moved, seconded by State Attorney McCabe and carried unanimously, that the Interlocal Agreement be approved in concept.

2013 STRATEGIC BUSINESS PLAN AND FISCAL YEAR 2013 BUDGET PROPOSAL

Mr. Russell indicated that the Strategic Business Plan and BTS Budget would be addressed in a single presentation; and recommended that the Board take action on the items by separate vote following the presentation, and no objections were noted.

Mr. Russell conducted a presentation titled *Pinellas County Business Technology Services Strategic Business Plan 2013 and BTS Budget Executive Overview*, which has been filed and made a part of the record, and discussed the Vision and Mission Statements, relating that the BTS Department wants to remain the “Service Provider of Choice” throughout the organization. Mr. Russell related that his department wishes to revise the Vision and Mission Statements to integrate more innovation and partnership, and discussed two ways to accomplish the task; whereupon, following brief discussion and member consensus, Mr. Russell agreed to revise the statements and present the new language at a future meeting.

Mr. Russell provided information regarding strategic priorities and major projects, and related that BTS has begun concentrating on the Public Safety Complex (PSC), and has removed the following initiatives from the Major Projects List: Oracle Project Unified Solution (OPUS) and Community Health and Data Application System (CHEDAS). Mr. Russell related that BTS continues to review its Business Disciplines to ensure continuous service improvement and alignment with its own strategic direction; and that while BTS was internally focused last year with regard to Investing in Talent and a High Performance Organization, the department has begun to focus outwardly in order to assist the rest of the organization.

In response to queries by State Attorney McCabe and Tax Collector Nelson, Mr. Russell, with input by BTS Chief Technologist Jeffrey Rohrs, discussed BTS Strategies and Initiatives for the coming year, and related that BTS signed an Unlimited Licensing Agreement (ULA) with Oracle in 2010 to deploy as much of the software as desired; that at the end of the agreement, the software will be licensed in perpetuity to Pinellas County; and that the cost is locked in as part of the agreement; whereupon, Mr. Russell related that while BTS will manage the migration of critical infrastructure during the Data Center Migration, department staff will not be relocating to the Data Center due to limited seating; and that the Tax Collector retains the ability to relocate computer equipment from the basement of 315 Court Street to the Public Safety Complex if desired.

Mr. Russell discussed plans for replacing aging network cable infrastructure throughout the organization, indicating that the cost of replacing the cable is estimated at between \$8 and \$12 million; and that because BTS maintains the wiring in both county-owned and county-leased buildings, cabling would be replaced throughout the entire enterprise; whereupon, he indicated that a significant investment will be required in the next two to three

years to update licensing for current office productivity and collaboration software; and that new software versions will be required in order to maintain vendor support and compatibility with other commercial off-the-shelf products within the County.

Mr. Russell referred to a “dashboard” depiction of the Strategic Project Status, and discussed the current scope, schedule, and budget of each of the following projects:

- Justiceccms
- Public Safety Complex
- Enterprise Asset Management
- Enterprise GIS (EGIS)
- Enterprise Wi-Fi

In response to queries by State Attorney McCabe regarding whether Penny for Pinellas dollars would fund infrastructure at the PSC Data Center, Administrator LaSala agreed to take the matter under advisement for later discussion with the BTS Board members and the Board of County Commissioners, and Sheriff Gualtieri and Chairman Latvala provided input; whereupon, Mr. Russell provided information regarding Enterprise Wi-Fi, relating that wireless communications infrastructure would be installed on every floor of every county building.

Mr. Russell referred to a chart titled Service Availability, and indicated that it contains a listing of all services approved by the Financial Subcommittee; that it is a first attempt to measure the health of those services; that some of the tools which capture information are being tweaked; that other metrics will be reviewed going forward; and that it is still early in the process.

Continuing the presentation, Mr. Russell displayed a chart showing a total proposed budget of \$34,922,019 comprised of a Base Operating Budget in the amount of \$22,909,609 and Cost Pools totaling \$12,012,410, and related that while the dollar amounts have been fluctuating as they are entered into the Hyperion Planning and Budgeting software, the goal is to arrive on target with regard to BTS Operations and Personnel; whereupon, he referred to a chart titled Budget Detail, provided a brief fund summary, presented financial information regarding the Enterprise License and Maintenance line item, and responded to queries by Tax Collector Nelson, indicating that the Personal Services line item has been increased for 2014.

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Clerk Burke entered the meeting at 1:36 P.M.

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In response to queries and concerns by State Attorney McCabe regarding the Mainframe Retirement Project and Justiceccms project, Mr. Russell indicated that the Mainframe Retirement Project is fully funded for Fiscal Year 2014, and would only become an issue if not completed prior to Fiscal Year 2015

Thereupon, Mr. Russell reviewed the following Budget Issues and their respective fiscal impacts to the organization:

- Customer Projects (in progress)
 - Public Safety Complex – \$1,270,200 (one-time funding)
 - Recurring maintenance would begin in FY15 in the amount of 235,840
- Clerk Paperless/Tyler Gap – \$1,600,000 (one-time funding)
- Mainframe Retirement – \$1,054,280 (one-time funding)
- Capital Improvement Plan – \$111,351 (one-time funding)
- Network Fiber – \$338,000 (one-time funding)
 - St. Petersburg Courthouse
 - Keller Well Field
 - U.S. Highway 19 Road Widening Project
 - Public Safety Complex
- Security Vulnerability Assessment
 - Personnel – \$269,600 (recurring)
 - Staff Augmentation – \$50,000 (recurring)
 - Security Tools – \$105,000 (one-time funding)
 - Recurring maintenance would begin in FY14 in the amount of \$20,000
 - Additional recurring maintenance in FY15 in the amount of \$23,000
- Personnel – \$653,011
 - Infrastructure Server Support
 - Organizational Change Management
 - Customer Support Center
 - Project Management
 - Vendor Contract Management
 - Technology Trainer
- Oracle Unlimited Licensing Agreement – \$224,000
 - Recurring maintenance would begin in FY14 in the amount of \$8,500

In response to queries by State Attorney McCabe, Mr. Russell discussed the Capital Improvement Program (CIP), and related that approximately \$111,000 in one-time funding will be needed over and above the \$1.3 million yearly CIP allocation in order to close a funding gap for the replacement of obsolete equipment.

In response to queries and comments by Sheriff Gualtieri and Supervisor Clark, Mr. Russell discussed Vendor Contract Management, and indicated that Pinellas County has single and multiple year maintenance agreements for approximately 75 contracts; that those contracts are valued at approximately \$7 million on an annual basis and exceed \$30 million over multiple years; and that if an individual were hired to manage the vendor contracts, a two percent savings would be enough to fund the position, but that a realistic savings for the first year would be closer to one percent; whereupon, discussion ensued regarding the potential for savings in similar positions such as a Technology Trainer, and Mr. Russell indicated that while efficiencies could be achieved and intangible benefits realized, those positions would not save nearly as many dollars as a contract management position.

Mr. Russell referred to the Budget Issues Analysis chart and presented general and financial information pertaining to budget issues, and indicated that some of the dollar figures on the chart have been revised; and that he would update the presentation. During discussion and in response to queries by State Attorney McCabe, Mr. Russell indicated that the total budget for Fiscal Year 2013 was approximately \$40.6 million; that the total budget for Fiscal Year 2014 is approximately \$39.6 million; and that the reduction is mostly due to projects winding down; whereupon, concluding his presentation, Mr. Russell briefly discussed future issues and reminded the members that issues relating to aging cable infrastructure and email and office automation will need to be addressed over the next several years and, in response to queries by Chairman Latvala, discussed the process for determining when and where cable infrastructure would be installed.

Following the presentation, Clerk Burke questioned whether the Cost Recovery model would be fully implemented during the upcoming fiscal year as promised, and when the financial figures would be determined; whereupon, BTS Finance and Budget Manager Gregory J. Carro indicated that the Cost Recovery model will be implemented in Fiscal Year 2014; that it will be the first year BTS is providing a budget in terms of services; that the figures will arrive in arrears; and that BTS has moved away from the Pay-As-You-Go methodology. Discussion ensued wherein OPUS Project Sponsor William M. Berger indicated that within the next two or three weeks, BTS will provide the preliminary Cost Recovery figures; and that the current figure is only a placeholder based on prior financial information.

Thereupon, following brief discussion and in response to queries by Supervisor Clark, Mr. Carro agreed to schedule a follow-up meeting and provide a comprehensive update regarding the Cost Recovery model to the Financial Subcommittee; whereupon, responding to queries by Property Appraiser Dubov, Mr. Russell indicated that future discussions will occur regarding the prioritization and selection of needed personnel.

April 25, 2013

APPROVAL OF BTS BUDGET PROPOSAL FOR FISCAL YEAR 2014

In response to queries by State Attorney McCabe, Chairman Latvala confirmed that the total budget proposal presented by Mr. Russell for Fiscal Year 2014 is less than that of Fiscal Year 2013; whereupon, State Attorney McCabe moved, seconded by Clerk Burke and carried unanimously, that the Budget Proposal be submitted to the Board of County Commissioners.

APPROVAL OF BTS STRATEGIC BUSINESS PLAN FOR FISCAL YEAR 2014

Chairman Latvala requested that the Board approve the Strategic Business Plan; whereupon, Property Appraiser Dubov moved, seconded by Tax Collector Nelson and carried unanimously, that the Strategic Business Plan be approved.

Following the vote, State Attorney McCabe commented that he appreciated the dashboard chart and the concise way in which the issues were presented.

ADJOURNMENT

The meeting was adjourned at 2:04 P.M.