

Clearwater, Florida, April 16, 2014

The Pinellas County Business Technology Services (BTS) Board met in regular session at 1:05 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
Robert Gualtieri, Sheriff (Late Arrival)
Bernie McCabe, State Attorney
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit
Diane Nelson, Tax Collector
Bob Dillinger, Public Defender (Late Arrival)

Not Present

Deborah B. Clark, Supervisor of Elections
Kenneth T. Welch, County Commissioner
Peggy Rowe, Director of Human Resources

Also Present

Mark S. Woodard, Assistant County Administrator
Martin Rose, Chief Information Officer, BTS
Don S. Crowell, Assistant County Attorney
BTS Department Staff
Trudy Futch, 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 – February 20, 2014
4. Action Item – Approval of 2014 BTS Strategic Business Plan (Martin Rose)
5. Action Item – Approval of BTS Budget Proposal FY15 (Martin Rose)
6. Adjournment (Chair, Commissioner Latvala)

CALL TO ORDER

Chairman Latvala called the meeting to order at 1:05 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Latvala indicated that there were no proxies present.

MINUTES OF FEBRUARY 20, 2014 MEETING – DEFERRED TO NEXT MEETING

Chairman Latvala indicated that the minutes of the February 20, 2014 meeting were not available in time to be included with the agenda packet and would be added to the next meeting agenda.

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Sheriff Gualtieri entered the meeting at 1:08 P.M.

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Mr. Rose conducted a PowerPoint presentation titled *Pinellas County Business Technology Services Strategic Business Plan 2014 and BTS Budget Executive Overview*, a copy of which has been filed and made a part of the record.

2014 BTS STRATEGIC BUSINESS PLAN

Mr. Rose discussed the Vision and Mission Statements, relating that the vision is to be the Service Provider of Choice, partnering in pursuit of value-added service, and the mission is to ensure success by providing cost effective and innovative technology while improving the lives of Pinellas County citizens, noting that there is a focus on partnerships and citizen engagement.

Noting that the guiding principles of BTS have changed, Mr. Rose stated that the Department wants to enhance its business value to Pinellas County Government, create cost-optimized solutions, promote a “One County” partnership, simplify and reduce complexity, provide secure and available business systems, and use commercial off-the-shelf solutions rather than engage in custom development.

Mr. Rose discussed the following BTS priority projects:

1. The Justice CCMS System, which is targeted to go live on July 14, 2014.

2. The Public Safety Complex, which should be completed within the next few months.
3. The Enterprise GIS (eGIS), which produces Geographic Information System data and maps and is a collaborative effort with the Property Appraiser, the Department of Environment and Infrastructure, and Emergency Medical Services.
4. Enterprise Asset Management, a very large project that will be coming up in the next year or two.

Mr. Rose related that there have been issues with the quality of the work being done at the new Public Safety Complex pertaining to fiber optics, and in response to query by Mr. McCabe, indicated that the fiber-optic cable that runs throughout the building was not properly installed, and 40 to 50 percent needs to be cleaned and reinstalled; that the vendor maintains that it met all specifications, but the County's testing and technology indicates specifications remain unmet; and that negotiations are ongoing, but the cleaning may have to be performed by County staff.

Proceeding with the presentation, Mr. Rose discussed major business strategies for the coming year, noting that the business focus will be on partnering with the Communications Department for citizen engagement. He reviewed a list of technology strategies, and responding to queries by Mr. McCabe regarding cloud technology, indicated that some clouds are more secure than others; that security, such as encryption, comes with a cost; that there is an industry trend to use cloud services; that the data could be manipulated if someone was able to gain access; that there is also a risk with in-house data, and any data could be compromised; and that Microsoft Office has a cloud-based solution that could slowly ease the County into cloud services.

Mr. Rose discussed the need to update the aging network cable infrastructure throughout the organization and how it could be modernized, and indicated that the updating will be looked at from a "needs" prospective; and that he would prefer using contractors guided by BTS staff to install cable in the buildings that require advanced-speed cable, rather than hire expensive vendors. He stated that the licensing for current office productivity applications and equipment, including Microsoft Office, would need to be upgraded; whereupon, Commissioner Latvala pointed out that a Microsoft Office upgrade is disruptive, time consuming, and requires employee training, and Mr. Rose concurred.

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Public Defender Bob Dillinger entered the meeting at 1:23 P.M.

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Pointing out that cost containment is a priority, Mr. Rose indicated that the Emergency Management Center is using a virtual desktop, or screen print, which is less expensive than installing software on each computer; that tape backup is currently being used for storage, but it would take significant time to restore the data; and that tapeless backup or a cloud-based solution is being considered; whereupon, in response to queries by Ms. Nelson, Mr. Rose indicated that the cloud would be a third backup.

Mr. Burke related that one county in Florida using Odyssey implemented the cloud, but due to problems with upgrading, reversed the decision and went back to traditional storage. Mr. Rose indicated that he is unaware of any concerns about updates to off-the-shelf software that is stored in the cloud; that the use of the cloud must be specific, as a Word document would be unable to be opened by Odyssey if it is in the cloud; and that the next year will be spent assessing the technical and storage needs of each employee, and discussion ensued.

BTS BUDGET PROPOSAL - FISCAL YEAR 2015

Mr. Rose presented an overview of the BTS Fund, indicating that it consists of the Base Budget, which includes labor and operating expenses; the Cost Pools, which include the Capital Improvement Program (CIP), major projects, and special purpose budgets; and Reserves. He related that the total Fiscal Year 2015 budget request is \$26,598,310, \$1,009,704 of which represents Fiscal Year 2014 approved “decision packages” and organizational adjustments.

Mr. Rose related that Cost Pools totaling \$11,942, 692 will be added to the base budget, resulting in a total proposed budget in the amount of \$38,541,002; and referring to a graph titled *BTS 10-Year CIP Forecast*, discussed the projected CIP gap, indicating that a budget adjustment will be required each year through Fiscal Year 2023. Ms. Dubov expressed her concern regarding the projected annual shortfall, and suggested that the recurring CIP appropriation be increased.

During discussion and in response to query by Ms. Nelson, BTS Chief Technologist Jeffrey Rohrs, with input by Mr. Rose, indicated that the CIP budget calculation

involves much data and many formulas; that the spike in Fiscal Year 2018 relates to replacement of end-of-life equipment, including servers, network equipment, and the storage area network; and that he plans to work with the Office of Management and Budget to attempt to escrow funds so they will be available when needed.

Ms. Dubov offered to work with Mr. Rose to determine an appropriate recurring allocation amount to close the funding gap in the CIP budget; whereupon, she suggested that the BTS members discuss the matter with the Commissioners during their budget presentations and request their support, noting that property values are improving, but she does not believe the growth will be sufficient to fund the impending CIP needs.

Responding to queries by Mr. Dillinger, Mr. Rose, with input by BTS Manager Gregory Carro, indicated that the Community Help and Electronic Data Application System (CHEDAS) is not included in the CIP calculation, as it is not at the end of its life cycle; that replacement of the CHEDAS system would come out of the BCC Strategic Projects Cost Pool; and that the CHEDAS interface programming is difficult, and it was suggested that the system be replaced, but BTS is still actively working to make the system run well.

Mr. Rose briefly discussed the remaining Cost Pool items, and responding to concerns expressed by Sheriff Gualtieri, Mr. Woodard clarified that the BCC Strategic Projects Pool covers projects for all BCC departments; and Chairman Latvala and Mr. Burke provided input, noting that the costs are not charged to the other BTS Board members; and that the BTS Finance Committee spent two years developing the cost allocation methodology.

Continuing the presentation, Mr. Rose discussed the following “budget issues” or opportunities for Fiscal Year 2015:

▶ CIP gap (or flat recurring rate, as discussed earlier)	\$510,849
▶ Four additional personnel – recurring	\$530,000
▶ Security – one time	\$1,715,000
▶ Security – recurring	\$210,000
▶ Personal Computing – Microsoft enterprise agreement – recurring	\$1,200,000
▶ Training and Development – recurring	\$45,000
▶ Telephone Survey ACD	\$60,000
▶ GIS monitoring tool and contractor support	\$170,000
▶ Amazon Web Cloud	\$10,000
▶ Reserve Contingency Increase (100K to 300K)	\$200,000
	\$4,650,849

Ms. Dubov expressed concern regarding the ability to share information throughout the various segments of the enterprise, Mr. Rohrs provided input, and discussion ensued.

Mr. Rose summarized the BTS Fiscal Year 2015 budget proposal, as follows:

Base Budget	\$26,598,310
Cost Pools	\$11,942,692
Issues	<u>\$ 4,650,849</u>
	\$43,191,851

Chairman Latvala indicated that a prioritized list of requests would be helpful to her and Commissioner Welch in their discussions with the Board, and responding to her query, Mr. Dillinger suggested that the prioritization be conducted by staff.

Chairman Latvala inquired as to the wishes of the Board; whereupon, Mr. Dillinger moved, seconded by Mr. McCabe and carried unanimously, that the 2014 BTS Strategic Business Plan be approved.

Thereupon, Chief Judge McGrady moved, seconded by Ms. Dubov and carried unanimously, that the Fiscal Year 2015 BTS Budget Proposal be submitted to the BCC as presented; and that staff be directed to prioritize the budget needs for the upcoming year.

Future Budget Issues

Mr. Rose pointed out that the cable infrastructure could be replaced on an as-needed basis; and that a multi-year plan will be prepared for the Board next year. He stated that unfunded issues from this year's budget will be moved to next year's budget; that staff is always searching for enterprise content management solutions; and that video conferencing would be reviewed from a needs perspective.

In response to query by Chairman Latvala, Mr. Rose indicated that the County Attorney's Office has expressed an interest in video conferencing; whereupon, Attorney Crowell related that Public Safety and Services is also interested; that the Courts have been utilizing the technology for an extended period of time; and that the County Attorney's Office may be able to save money by utilizing video conferencing; whereupon, Mr. Dillinger stated that he uses video conferencing frequently, especially with out-of-state depositions, and discussion ensued regarding various video conferencing systems.

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Noting that only four counties have a 3-1-1/CRM system in the State of Florida and some have adopted it and then backed away, Mr. Rose stated that much research has been done on the topic; that staff is considering the 3-1-1 system as an extension of SeeClickFix, which allows citizens to report issues in their neighborhoods; and that it would not work in very specialized areas, including the Clerk's Call Center, the Tax Collector, or Utilities.

ADJOURNMENT

Following brief discussion, the meeting was adjourned at 2:35 P.M.