

Clearwater, Florida, August 21, 2014

The Pinellas County Business Technology Services (BTS) Board met in regular session at 1:02 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  
Ken Burke, Clerk of the Circuit Court and Comptroller  
Robert Gualtieri, Sheriff  
Bernie McCabe, State Attorney  
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit  
Diane Nelson, Tax Collector  
Bob Dillinger, Public Defender  
Kenneth T. Welch, County Commissioner (Late Arrival)  
Mark S. Woodard, County Administrator

Not Present

Deborah B. Clark, Supervisor of Elections  
Pam Dubov, Property Appraiser, Vice-Chairman

Also Present

Martin Rose, Chief Information Officer, BTS  
Don S. Crowell, Managing Assistant County Attorney  
BTS Department Staff  
Laura M. Todd, 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 – April 25, 2013
  - BTS Board Meeting – February 20, 2014
  - BTS Board Meeting – April 16, 2014
4. Awards (Martin Rose)
5. Major Projects Update (Martin Rose)
6. Budget Update (Martin Rose)
7. Strategic Plan Update (Martin Rose)
6. Adjournment (Chair, Commissioner Latvala)

CALL TO ORDER

Chairman Latvala called the meeting to order at 1:02 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Latvala indicated that there were no proxies present.

MINUTES OF APRIL 25, 2013, FEBRUARY 20, 2014, AND APRIL 16, 2014 MEETINGS - APPROVED

Upon presentation by Chairman Latvala of the minutes of the BTS meetings of April 25, 2013, February 20, 2014, and April 16, 2014, Ms. Nelson moved, seconded by Mr. McCabe and carried, that the minutes be approved as submitted.

AWARDS

Mr. Rose related that BTS has received various awards from the Public Technology Institute (PTI) and provided a short overview of PTI, noting that it was established in 1971; and that it is a government-only think-tank consulting group that recognizes governments providing technology excellence; whereupon, he introduced his team to give an overview of the various awards presented to BTS.

Business Intelligence (BI) – PTI Award

BTS Director Tom Fredrick related that the BI award came by way of a request from Mr. Burke to create a web-based solution which allows citizens to see all spending done by the County; that under the direction of Gautham Sampath, the *Spending in the Sunshine* government transparency dashboard was created, noting that Pinellas County received an honorable mention award in the category of Data and Performance Metrics; that a second award for the solution was awarded by the National Association of Counties for Civic Education and Public Information; and that the Clerk received the 2014 Achievement Award; whereupon, at the direction of Mr. Rose, he introduced his team to the Board. Mr. Burke thanked staff for their hard work, especially Mr. Sampath, noting that he played a big part in the design and is brilliant in the field of business intelligence.

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Commissioner Welch entered the meeting at 1:07 P.M.

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Web Portal – PTI Award

Program Manager Mike Roiland related that the PTI Award for the web portal is for the mobile application component, noting that the mobile application went live two years ago and has been very successful. He explained that when a resident wishes to have something fixed, changed, improved, or finds a safety hazard in the County, they can take a picture of the issue and submit it from the mobile phone via the application, noting that 80 percent of the things submitted to the County are St. Petersburg municipal service requests; that the City has a companion application, which is essentially the same cloud-based system; and that both the City and County can refer items to each other, thus saving staff time; whereupon, in response to queries by Mr. McCabe and Commissioner Welch, he stated that he is unable to determine the number of people who have downloaded the application, as it is not currently specific to Pinellas County, but the information will be available in the future; and that BTS will have the capability to track a request anywhere geographically in the county.

Geographic Information System (GIS) – PTI Award and ESRI Award

Business Products Manager Brian Zumwalt indicated that the County received two GIS awards, one being the PTI award for the *maps and apps* gallery, available on the public website, and the *Know Your Zone* app, which allows residents to find their evacuation zones within the county; and that the County was also the recipient of the Environmental Systems Research Institute (ESRI) Special Achievement in GIS award for implementation of the Enterprise GIS, which is a very prestigious award, noting that out of 100,000 organizations around the world, only 175 received the award.

Wi-Fi – PTI Award

Program Manager Lynda Morrill related that a new Wi-Fi project was implemented, which is a seamless, cost-effective Countywide wireless network for employees, vendors, contractors, and guests, with over 900 access points, 53 locations, and 111 buildings in the County; and that the results include the ability to work from broader ranges of devices and increased coverage of wireless availability across the county footprint, with no increase in support staff needed.

Tech Savvy – PTI Award

Mr. Rose stated that the final award is the largest award that the County received; that only four County Tech Savvy awards are given across the country; and that Mr. Woodard was instrumental in helping BTS put the data together, noting that the award encompasses not only technology, but business processes, the Board, and governance; whereupon, Chairman Latvala thanked staff for the great job it does in keeping the County's business running.

MAJOR PROJECTS UPDATE

Consolidated Case Management System (CCMS)

BTS Manager Belinda Huggins gave a brief update on the Justice Consolidated Case Management System, noting that the Criminal phase of the project was implemented on July 14, 2014. She discussed the highlights of the project, noting that over eight million data records were migrated and linked from Criminal Case 360, Probate 360, Traffic Execute 360, and numerous other sources; whereupon, she discussed the web service proxy created to protect the web services Application Programming Interface (API).

Ms. Huggins indicated that the project has been a massive undertaking, and while there are still issues, it has been successful; whereupon, she reviewed various ongoing challenges, noting that the stakeholders continue to work collaboratively and are committed to each others' success; that staff has daily technical calls with the Sheriff's Office to address most of the issues; and that staff meets twice a week with the Support Application Manager from Tyler Technologies, who is dedicated specifically to Pinellas County and advocating its outstanding issues within the Tyler organization.

Chief Judge McGrady thanked BTS staff for their hard work, noting that some issues still need to be resolved, but that it is a team effort and everyone is working together. Mr. Dillinger commented that staff's attitude is "what can we do to solve the problem" rather than placing blame, and Chairman Latvala concurred, noting that she appreciates everyone's hard work and commitment.

Noting that the project has experienced delays, Mr. Rose expressed his budgetary concerns, noting that the BTS department was asked to provide additional funding, and the reserve fund is small; whereupon, responding to query by Commissioner Welch, he indicated that he is requesting an additional \$507,000; that there may be a few contractors yet to be paid; that there is approximately \$135,000 left in the reserves; that the project is currently on budget;

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and that he is working with Budget Director Bill Berger to identify creative solutions to plug the budgetary gap.

Mr. Rose referred to his August 20, 2014 letter to the BTS Board members, a copy of which has been filed and made a part of the record, concerning a request for an extension of the retirement of the mainframe, currently projected for October 1, until December 30, 2014, due to his concerns as outlined in the letter.

Ms. Morrill discussed the retirement of the mainframe project which started in November 2012, and related that there are over 100 different functions to retire, thousands of reports, and numerous other items to be evaluated. She noted that Mr. Burke has been attending the weekly status calls; that staff is down to 17 items being tracked for a September 30 retirement; and that in the last two weeks, there have been additional issues that have come to light relating to the Consolidated Justice Information System (CJIS) data conversion; whereupon, Ms. Huggins stated that staff migrated the information needed to populate Odyssey and not all of the data that was in the legacy system was actually migrated over; that there is a need for the Clerk's Office and other stakeholders to verify the data transferred into the Odyssey system to ensure its accuracy; and that in order to do that, the mainframe system needs to be up and running.

Attorney Crowell indicated that he was copied on an email from Supervisor of Elections Deborah Clark pertaining to the request; and that to prevent a Sunshine Act violation, he was submitting a copy of the email and attachment to the Deputy Clerk for inclusion in the record.

Responding to queries by Commissioner Welch, Mr. Rose related that \$274,000 is the run rate for the mainframe to the end of the year; that the cost could be reduced if some ancillary software systems are eliminated; that he believes the department can cover the cost until at least the end of the year; and that staff believes the majority of the systems to be transferred will be completed by December 30. He indicated that the monthly run rate is around \$80,000; that the issues with the mainframe are separate from resolving the CJIS issues; and that when all of the stakeholders are in agreement, the mainframe will be retired.

Mr. Burke gave a brief timeline for the retirement of the mainframe, indicating that the schedule variation was not three months, but was from October to July; that there are substantial problems with Odyssey; and that he agrees with Chief Judge McGrady and Mr. Dillinger that everyone is working cooperatively in making corrections as needed, but significant issues remain, noting that the three largest concerns of the Clerk's Office include multiple defendant issues, case histories, and financials; whereupon, he thanked Mr. Rose for his

leadership and extending the retirement date to December 30, and suggested that measurable semi-monthly milestones be established and tracked to keep the project moving.

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At this time, 1:55 P.M. Ms. Nelson left the meeting.

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Thereupon, Mr. Burke moved, seconded by Commissioner Welch, that (1) the Board approve the extension of the retirement date for the mainframe until December 31, 2014; (2) that semi-monthly measurable milestones be established by BTS to determine if staff is making strides to the retirement deadline; and (3) that a contingency plan to be determined by BTS be arranged in case the deadline is not met; whereupon, Chairman Latvala stated that Ms. Nelson had to leave, but related that she supports the extension. Upon call for the vote, the motion carried unanimously.

Enterprise Asset Management (EAM)

Principal Enterprise Architect Jeff Rohrs discussed the Enterprise Asset Management project, noting that the procurement process began in January; that through the selection process, five vendors were ranked; and that Timmons Group received the highest ranking for its Cityworks products. He discussed the initial cost for implementation at \$2.5 million, noting that the total cost of ownership is just under \$9 million over a ten-year timeframe; and that a request for authorization to negotiate would be considered at the September 11, 2014 BCC meeting; whereupon, Mr. Woodard thanked project sponsor Jim Fletcher, Utilities, for his leadership in the assessment and Chairman Latvala concurred.

Enterprise Security

Mr. Rohrs discussed recent data breaches throughout the country and legislation enacted July 1 known as the Florida Information and Protection Act, which includes notification requirements in case of a breach, and related that BTS has placed a priority on security funding in the budget, noting that it was important to fund three full-time security employees and three full-time permanent analysts; and that if the budget is approved, BTS will add two additional full-time positions to the security group for a total of five security employees. He indicated that if approved in this year's budget, money would be set aside for network segmentation, noting that if a data breach occurred it would be contained; whereupon, in response to query by Mr. Dillinger, he stated that security intrusions happen by the minute; that there are approximately

100,000 intrusions a day that are being fended off; and that external problems pose the greatest risk because the threat of a pervasive attack is constant.

Responding to queries by the members, Mr. Rohrs indicated that to prevent data mining, BTS has a device that throttles an intrusion to reduce its effect on the system; that it is illegal to send a virus back, noting that retaliation is very frowned upon, but reporting the intrusion to the Federal Bureau of Investigation or the Florida Department of Law Enforcement is an accepted recourse; and that if the attack is persistent or interferes with critical infrastructure such as the water system, then the Department of Homeland Security would respond within 24 hours. He related that there are different reasons for security breaches, the most common of which are stealing information from credit cards, credential stealing, or defacing government websites, but the main reason is monetary; and that many agencies have been battling *cryptowear*, which encrypts an entire computer, making it unusable unless a ransom is paid. Discussion ensued, and Mr. Rose provided input.

#### Public Safety Complex (PSC)

Ms. Morrill indicated that Phase One was complete and a Certificate of Occupancy was granted at the PSC in May; and that Emergency Management, Public Safety Services, and the Sheriff's Office personnel moved into the building. She discussed the redundancy for the network and service providers, the wide area network, and the 10 gigabyte bandwidth for data transmission from BTS to the complex, and related that Phase Two will consist of migrating all of the applications to the new facility; and that the timeline for building the infrastructure for the Data Center will be October, noting that the process will take between nine and 12 months; whereupon, in response to query by Commissioner Welch, she stated that staff has not yet completed its prioritization of applications, noting that all of the architects and the team are involved in gathering items for consideration.

#### Geographic Information System (GIS)

Mr. Zumwalt discussed four major initiatives, noting (1) that the Enterprise GIS (EGIS) team will be migrating the data for the Department of Environment and Infrastructure regarding water utility infrastructure and storm water; (2) that the Sheriff's office has a large amount of legacy data that needs to be migrated to ESRI technology; (3) that the Roads, Centerlines, and Addresses database is critical for emergency services and billing statements for water bills; and (4) that staff is working on a strategic plan for the GIS program within Pinellas County, noting that it will be presented to the Board at a future meeting; whereupon, Chairman Latvala thanked him for the work he is doing with the GIS.

BUDGET UPDATE

Mr. Rose indicated that the budget proposal has been updated since his original presentation in March and distributed a copy of the previous document for reference purposes. He thanked the County Commissioners for allocating an additional \$2 million to his budget, and stated that the salary adjustments made in the previous six months have been incorporated into the base budget and removed from the *Issues* list.

Referring to a PowerPoint presentation, a copy of which has been filed and made a part of the record, Mr. Rose discussed the following *Budget Issues* for Fiscal Year 2015, noting that additional expenses in the amount of \$890,000 will be covered by Fiscal Year 2013 lapse one-time funds.

	<b>Fiscal Year 2015 Recurring</b>
Capital Improvement Plan	\$ 770,000
Personnel (BRM, OCM, Oracle, UPK, BI)	603,718
Security – Mobile Device Management Software	50,000
Microsoft EA 365 Pilot*	42,000
Training and Development	45,000
GIS Monitoring Tool and Contractor Support	100,000
Network Segmentation (Firewalls)	100,000
Security Personnel	<u>213,282</u>
<b>Total Recurring</b>	<b>\$1,924,000</b>
*Plus one-time expense	<u>76,000</u>
<b>Fiscal Year 2015 Grand Total</b>	<b>\$2,000,000</b>

Responding to queries by the members, Mr. Rose stated that the phone survey is software on the phone system which allows for surveys and is very useful in understanding users' needs, noting that the stakeholders include the Tax Collector's and Clerk's Offices.

During discussion and in response to queries by the members, Mr. Rohrs stated that the survey is primarily for customers that have called in to one of the call centers; that at the end of the call they can be transferred to participate in a survey; that it allows random gathering of information; and that the Tax Collector's Office is currently the biggest user of the survey, noting that any other call center in the County would be able to leverage its capacity for doing surveys; whereupon, in response to queries by Mr. Burke, he stated that the County uses the Customer Contact Center software, which tracks statistics; and that it allows supervisors of call centers to review recorded calls and score them, which could be part of the performance evaluation process, and discussion ensued.

In response to queries by Commissioner Welch, Mr. Rose stated that the CJIS interface work is being done by BTS staff, along with the Clerk's Office and Tyler Technologies; that all of the interfaces are completed except for the Global 360, which is coming up this year; that the funding is in the cost pools; and that once the project is in support mode, the costs will be covered by BTS core base costs; whereupon, Mr. Burke related that the Clerk's Call Center introduced a web chat feature four or five months ago; that it takes more time than phone calls; and that staff is attempting to perfect it.

Mr. Rose discussed the ten-year Capital Improvement Program forecast, noting that it appears to be a roller coaster ride from a cost perspective; and that staff has done a good job in creating a funding plan to level it out, and Commissioner Latvala expressed gratitude that the BCC does not have to worry year to year for the next ten years.

Referring to future budget opportunities, Mr. Rose discussed the Microsoft Enterprise Agreement which is coming up in 2016, the aging cable infrastructure, Enterprise Content Management (ECM), video conferencing and collaboration, and a Countywide 3-1-1/Citizen Relationship Management (CRM) system; whereupon, responding to queries by the members, he stated that BTS had looked at the 3-1-1 software a few years ago and found it quite expensive; that the ECM project would be initiated by the BTS Enterprise Architecture team; and that there are cloud-based options, and discussion ensued.

### STRATEGIC PLAN UPDATE

Mr. Rohrs discussed Unified Computing Systems and the High Density Data Center. He distributed a handout, a copy of which has been filed and made a part of the record, and indicated that the UCS technology unifies the server, network, and storage communications on a single platform in a single fabric, which is important for meeting future demands; and that it is a standalone server solution which reduces power consumption and reduces the space and cooling requirements in the Data Center; whereupon, in response to queries by the members, he stated that the Data Center is being built now; that the Clerk's office could use the same configuration; that any prospective partners would need to use the same high-density technology; and that BTS is starting to look at virtualization for the desktop environment, noting that the Emergency Operations Center in the Public Safety Complex is all virtualized, as are the Clerk's jury rooms.

In closing, Mr. Rose provided an update pertaining to initiatives included as part of the department's reorganization, noting that the Rapid Application Delivery team is doing a good job of making smaller application deliveries very quickly; that the Business Relationship

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Management group has three full-time positions, each geared to a specific part of the County; that the new governance model puts all governance-type departments under one person; and that Project Management, Change Management, Enterprise Architecture, and Service Management are all in one area.

#### MISCELLANEOUS

Noting that Mr. Rose has been with the County for one year, Chairman Latvala stated that the members would be receiving evaluation forms, which need to be filled out and returned for discussion at the next meeting.

#### ADJOURNMENT

The the meeting was adjourned at 2:49 P.M.