

Clearwater, Florida, January 22, 2015

The Pinellas County Business Technology Services (BTS) Board met in regular session at 1:03 P.M. on this date in the County Commission Assembly Room, Pinellas County Courthouse, Clearwater, Florida, with the following members present:

Pam Dubov, Property Appraiser, Vice-Chairman  
Bernie McCabe, State Attorney  
Bob Dillinger, Public Defender  
Jason Malpass, representing Robert Gualtieri, Sheriff  
Julie Marcus, representing Deborah B. Clark, Supervisor of Elections (SOE)  
Deborah Mells, representing Ken Burke, Clerk of the Circuit Court and  
Comptroller  
Ken Nelson, representing Chief Judge J. Thomas McGrady, Sixth Judicial Circuit  
Karen Williams Seel, County Commissioner  
Charles (Carlos) Thomas, representing Diane Nelson, Tax Collector  
Kenneth T. Welch, County Commissioner  
Mark S. Woodard, County Administrator

Not Present

Ken Burke, Clerk of the Circuit Court and Comptroller  
Deborah B. Clark, Supervisor of Elections  
Robert Gualtieri, Sheriff  
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit  
Diane Nelson, Tax Collector

Also Present

Martin Rose, Chief Information Officer, BTS  
Jason Ester, Senior Assistant County Attorney  
BTS Department Staff  
Jenny Masinovsky, Board Reporter, Deputy Clerk

AGENDA

1. Call to Order (Vice-Chairman, Pam Dubov)
2. Designation of Voting Proxies (Vice-Chairman, Pam Dubov)
3. Approval of Meeting Minutes (Vice-Chairman, Pam Dubov)  
BTS Board Meeting – August 21, 2014
4. Welcome Commissioner Seel and Introduction to BTS Board and ELT (Martin Rose)
5. Project Status (Martin Rose)
6. EGIS/EAM Strategic Direction (Vice-Chairman, Pam Dubov)

7. Financial Status (Martin Rose)
8. Miscellaneous (Martin Rose)
9. BTS Board Chair Selection (Vice-Chairman, Pam Dubov)
10. Adjournment (Vice-Chairman, Pam Dubov)

### CALL TO ORDER

Vice-Chairman Dubov called the meeting to order at 1:03 P.M.

### DESIGNATION OF VOTING PROXIES

Vice-Chairman Dubov identified the five individuals in attendance on behalf of the absent members and related that they will not be voting; whereupon, she confirmed the presence of a quorum.

### MINUTES OF AUGUST 21, 2014 MEETING - APPROVED

Upon presentation by Vice-Chairman Dubov of the minutes of the BTS meeting of August 21, 2014, Commissioner Welch moved, seconded by Mr. Dillinger and carried, that the minutes be approved as submitted.

### WELCOME COMMISSIONER SEEL AND INTRODUCTION TO BTS BOARD AND EXECUTIVE LEADERSHIP TEAM (ELT)

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Vice-Chairman Dubov and Mr. Rose welcomed Commissioner Seel to the Board; whereupon, Commissioner Seel related that she looks forward to working with the members.

Mr. Rose indicated that the 2008 BTS Interlocal Agreement and information regarding the members and sub-committees is posted on the BTS website; and that he and his staff are available to assist Commissioner Seel with any questions related to BTS functions.

### PROJECT STATUS

#### Consolidated Case Management System (CCMS)

BTS Manager Edwin Hansen related that the Criminal phase of the CCMS project included Adult Criminal, Juvenile, and Traffic courts and has been live for about six months;

whereupon, he reported that there are 22 outstanding issues being worked on by BTS and Tyler Technologies and, identifying the highest priority issues, indicated that they have been escalated to Tyler Technologies; and that BTS, Tyler Technologies, and the Clerk's and Sheriff's Offices have been meeting regularly to discuss the progress toward resolution.

Responding to query by Mr. McCabe, Mr. Hansen indicated that the target date for going live with Electronic Filing should be determined by the February meeting of the Consolidated Justice Information System (CJIS) Board.

#### Public Safety Complex (PSC) Video and Phase II Update

Program Manager Lynda Morrill introduced a video, recorded at the conclusion of Phase I of the PSC project, in which the stakeholders expressed their gratitude to BTS staff and commended them for excellent service, working through challenges, and meeting deadlines; whereupon, Mr. Rose thanked the members and stakeholders for taking the time to express their appreciation of the BTS services.

Referring to a PowerPoint presentation, a copy of which has been filed and made a part of the record, Ms. Morrill discussed the migration of the various applications and supporting infrastructure from the new courthouse into the PSC Data Center. She provided an update regarding tasks that have been completed toward that goal, tasks in progress (Phase 0), and tasks to be included in Phase 1.

Thereupon, Mr. Dillinger related that an upgrade of the Public Defender component of the Video Visitation System at the County Justice Center has presented an unexpected expense of \$37,000, and Mr. Malpass provided background information about the recent upgrade of the Sheriff's system, which did not include the Public Defender component, and discussion ensued pertaining to funding sources and the Board's authority with regard to the issue.

Mr. Rose discussed the importance of the Unified Computing System (UCS) platform, indicating that it is the platform considered for the County Cloud; that the platform's environment is similar to Google or Amazon; that the system would help County agencies, Constitutional Officers, and the Board members be more autonomous in "spinning up" resources in IT; and that the item was presented to the Technical Steering Committee.

Responding to query by Commissioner Welch, Ms. Morrill indicated that there is a pending Odyssey upgrade; and that the timeframe for migration of Odyssey will be determined after the software is stabilized.

### Agenda Automation

Web Manager Michael Roiland introduced the project, its purpose, implementation, and purchase process, as well as the participants and sponsors. He noted that the Granicus agenda automation tool is an enterprise-class cloud-hosted solution and an industry standard utilized by hundreds of government entities; whereupon, he indicated that automation of the Board of County Commissioners (BCC) meetings, being the most impactful and complex, will be implemented during the first of two project phases.

In discussing the project goals, Mr. Roiland highlighted efficiency, significant reduction in paper and scanning; and automation of manual process tasks; whereupon, he noted that the major implementation effort would be the stakeholder preparation.

Responding to queries by Commissioner Welch, Mr. Roiland indicated that the plan is to go into full production in September of this year; that the goal would be for the Board Reporters to use the new system, although they would have the option to use their current digital system; that the system includes an option for voting via iPad, with the results shown on a screen; that document images could either continue to be stored in Application Extender or be stored in the secure and highly available cloud environment; and that while the cost of the project may increase depending on the acquisition of iPads, training needs, or unforeseen expenses, the total cost at this time is approximately \$127,000.

Mr. Woodard commented on the improvement of the functionality and cost of the current agenda automation tool as compared to several years ago when it was first considered. He pointed out that the primary purpose of the project is to address the manually intensive back-room activities; that boards and committees other than the BCC would be able to benefit from it; and that the use of features, such as VoteCast for iPad, would be determined later in the process.

Thereupon, in response to query by Mr. Dillinger, Mr. Roiland indicated that the functions of everyone presently involved in agenda preparation will be reassessed for efficiency; that the automation system alone without a change in the underpinning processes will not bring significant time savings; and that the current process of placing an item on the agenda may become more efficient as a result of the overall workflow improvement.

### Enterprise Asset Management (EAM)

Project Manager James Fletcher discussed the program and its advantages over the current and the past systems. He emphasized the importance of a holistic and integrated approach to maintaining assets long-term, which can be achieved through EAM, pointing out

that EAM technology is a tool that will bring about a cultural transformation affecting people and their work processes; that it provides integrated data allowing the analysis of risks and costs; and that it extends the life of an asset while reducing operating costs and capital expenditures over time.

Noting the departments involved and referring to a PowerPoint slide showing the breakdown of the estimated project costs, Mr. Fletcher related that BTS is currently in negotiations with Timmons Group, vendor of the Cityworks Asset Management Solution; that the current pre-negotiated total cost is \$7.8 million; and that at the end of the ten-year period, considering that the culture of asset management is transformed by EAM, the County would benefit by saving and reallocating about \$20 million. Responding to queries by the members, he indicated that budgeting for the project will occur after the final negotiated amount is attained; and that the total value of the assets managed by EAM would be approximately \$3.8 billion, measuring the \$7.8 million investment at about a quarter of a percent; whereupon, Vice-Chairman Dubov noted that the total estimated cost does not include the license or use of the Geographic Information System.

In response to queries by Commissioner Welch, Messrs. Fletcher and Rose provided information regarding the Business Intelligence (BI) tool within the Cityworks EAM software, noting that the old BI system would also be interfaced with Cityworks.

Responding to queries by Commissioner Seel, Mr. Fletcher discussed the three asset management systems currently in use and the dates of their purchase and updates; whereupon, he explained that as a result of EAM being cross-functional, a single system would be used, which would reduce system support and enable data mining in order to analyze costs and make decisions regarding the assets.

Thereupon, Mr. Woodard thanked Mr. Fletcher for great work, knowledge, and for assuming the project management position.

### Mainframe

Mr. Rose informed the Board that as of December 31, 2014, all applications have been moved off the mainframe; and that no cost is associated with it; whereupon, he pointed out that the mainframe will stay plugged in for the next 30 days for quality checking by BTS and Clerk's Office staff.

Referring to PowerPoint slides, Mr. Rose discussed the history of mainframe in Pinellas County. Noting that the original processor was introduced in 1968, he remarked on the

world events of that year in history and passed around a collage of articles about the mainframe over the years. Mr. Rose thanked Clerk's Technology Chief Information Officer Deborah Mells, Clerk's Director of Technology Rakesh Patel, and BTS staff for their assistance with post-implementation fixes to the Justice CCMS and with moving some other systems, including juror re-host, off the mainframe.

Vice-Chairman Dubov and Commissioner Welch congratulated everyone involved on the completion of the project, noting that it is a milestone for the County. Responding to query by Commissioner Welch, Mr. Rose indicated that there is a market for the mainframe, and Mr. Woodard provided input.

### Enterprise Geographic Information System (eGIS)

Noting that similar to the EAM team, the eGIS team is currently working to retire the legacy GIS systems under one platform, Environmental System Research Institute (ESRI), BTS Manager Bryan Zumwalt discussed the 2014 accomplishments of the eGIS team, including the Department of Environment and Infrastructure (DEI) water and sewer legacy GIS data migration of the foundational data set, accomplished in December, which would aid the EAM project; Roads and Addresses legacy GIS data migration; and the creation of the new Public Crime Viewer for the county.

Indicating that most projects in 2015 will again be geared toward the legacy GIS systems with the intent of completing the migration around June or July, Mr. Zumwalt discussed the upcoming initiatives, including working with DEI on a sign inventory project and stormwater/transportation GIS data migration, as well as Cityworks EAM support, for which the staff time requirement is currently unknown.

Responding to queries by Commissioner Welch, Mr. Zumwalt related that the Public Crime Viewer captures data for the cities, with the exception of Tarpon Springs, which lacks the technological support. Mr. Malpass described the process of input and output of information in the Public Crime Viewer and related that Sheriff's staff has begun discussions with the City of Tarpon Springs toward inclusion of its data in the system; whereupon, Mr. McCabe commented regarding St. Petersburg's plans to switch to the record system used by the Sheriff.

EGIS/EAM STRATEGIC DIRECTION

Vice-Chairman Dubov referred to discussions at the October 2014 meeting pertaining to disbanding the eGis Steering Committee and creating a policy-level board, noting that she has reconsidered her recommendation on how to proceed. She related that the eGIS Steering Committee has held discussions concerning the eGIS Enterprise License Agreement; that the agreement is in its fourth year; and that a decision needs to be made as to whether to renew it or to continue into its maintenance phase. She indicated that the Committee intends to make a detailed recommendation of options to the Board prior to next year’s budget presentation.

Noting that the eGIS Steering Committee is no longer an efficient way to do business, Vice-Chairman Dubov suggested retiring it in the future and in its place inviting Mr. Rose or Mr. Zumwalt to attend EAM Board meetings; whereupon, she expressed her wish to be the Board’s liaison to the GIS community once the system goes into operation, and Mr. Rose concurred with her proposed approach.

BUDGET UPDATE

Referring to the PowerPoint presentation, Mr. Rose provided an update pertaining to the Fiscal Year 2015 Decision Package items.

**Fiscal Year 2015 BTS Approved Decision Package Tracking**

Capital Improvement Plan FY15 GAP	\$770,000
Personnel	817,000
Mobile Device Management Software	50,000
*Splunk Software Increase (Sheriff)	160,000
Vulnerability Management Software	100,000
Laptop Drive Encryption	50,000
Network Segmentation (Firewalls)	500,000
Microsoft Enterprise Agreement Pilot	118,000
Training and Development	45,000
*Phone Survey ACD	60,000
GIS – Monitoring Tool & Contractor Support	<u>120,000</u>
<b>Fiscal Year 2015 Grand Total</b>	<b>\$2,790,000</b>

**\*Project completed**

Noting that the grand total may be approximately \$200,000 short, Mr. Rose stated that the amount will be verified and an update will be forwarded to the members. He provided a brief overview of the current budget, relating that four months into the year, spending is at 45

percent of the approved budget; that the high-amount items will be presented to the vendors at the end of the quarter to receive price breaks; that five of the seven staff positions have been filled; and that the search to fill the remaining positions, which are critical, is underway; whereupon, he clarified that the \$770,000 Capital Improvement Plan (CIP) amount is an addition that was provided to normalize the ten-year \$2.1 million CIP amount.

In response to queries by Mr. Dillinger and Commissioner Welch, Mr. Rose indicated that any amounts indicated on the PowerPoint as not spent are for the projects that are being researched; and that since the Microsoft Enterprise Agreement Pilot will likely not be pursued in lieu of the traditional Enterprise Agreement with a future 365 upgrade, which appears to be a better fit for the County, there could potentially be funding available in that area towards the Video Visitation System for the Public Defender's Office.

Mr. Rose pointed out that security items constitute a large portion of the package; and that there was an inaccuracy in the budgeted amount for Splunk software, resulting in a higher actual expenditure. He thanked the Board for recognizing the importance of security and approving four positions in that area, noting that there have not been any big security issues.

## MISCELLANEOUS

### Audio Visual Support

Noting that the ability to enterprise Audio Visual Support was brought up at the last Board meeting and was researched thereafter, Mr. Rose indicated that BTS does not have staff skilled to support the technology and recommended leaving it in the areas best suited to support it for the time being. He agreed with Vice-Chairman Dubov that the current Audio Visual Support staff is not capable of supporting the whole County, and pointed out that the courts are funded by the state, which would present an additional challenge for an enterprise support model.

Mr. Malpass related that the Technology Steering Cooperative proposed creating a collaborative sub-group to share information regarding the efforts and cost involved in supporting the Audio Visual technologies; and that the anticipated life of the equipment beyond the scope of warranty will have to be measured and recommendations will be made to the BTS Board.

Thereupon, Mr. Rose discussed the need for a recurring funding source for support and replacement of the equipment, indicating that per his discussion with Mr. Malpass,

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this item would be better suited for the BTS budget; whereupon, Mr. Malpass related that the various departments in the Public Safety Complex are agreeable to having BTS manage the equipment support.

#### Public Technology Institute (PTI) Award

Mr. Rose presented the 2014-2016 Citizen-Engaged Community Award from the Public Technology Institute, associated with the County's SeeClickFix mobile application, and thanked his staff and Communications Director Tim Closterman for the achievement, noting that such awards show that the BCC and BTS Board facilitate technological progress in the County.

#### BTS BOARD CHAIR SELECTION

Mr. McCabe moved, seconded by Mr. Dillinger and carried, that Commissioner Welch be selected as Chairman of the BTS Board for 2015; whereupon, Commissioner Welch moved, seconded by Mr. Dillinger and carried, that Ms. Dubov be selected as Vice-Chairman.

#### ADJOURNMENT

The the meeting was adjourned at 2:40 P.M.