

Clearwater, Florida, October 16, 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  
Pam Dubov, Property Appraiser, Vice-Chairman  
Deborah B. Clark, Supervisor of Elections  
Bob Dillinger, Public Defender  
Bernie McCabe, State Attorney  
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit  
Jason Malpass, representing Robert Gualtieri, Sheriff  
Deborah Mells, representing Ken Burke, Clerk of the Circuit Court and  
Comptroller  
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  
Robert Gualtieri, Sheriff

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)
4. eGIS/EAM Strategic Direction (Martin Rose)
5. Audio Visual Support (Martin Rose)
6. Pinellas.gov Domain Discussion (Martin Rose)
7. Oracle Licensing and Support (Martin Rose)
8. Presentation to Commissioner Susan Latvala, Chair BTS Board (Martin Rose)
9. Evaluation of Martin Rose, CIO (BTS Board)

10. BTS Board Chairperson Selection Discussion (BTS Board)
11. Miscellaneous
12. 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 Ms. Mells is representing Clerk of the Circuit Court Ken Burke in a non-voting capacity; and that Mr. Malpass is representing Sheriff Robert Gualtieri in a voting capacity at today's meeting.

### MINUTES OF AUGUST 21, 2014 MEETING – DEFERRED TO NEXT MEETING

Chairman Latvala indicated that the minutes of the August 21, 2014 meeting were not available in time to be included with the agenda packet and would be added to the next meeting agenda.

### eGIS/EAM STRATEGIC DIRECTION

Noting that there has been an effort to consolidate the existing Enterprise Asset Management (EAM) systems over the last year and a half, Mr. Rose indicated that a Request for Proposals (RFP) was issued after demonstrations determined the need for a new system; that the RFP came back recently; and that a selection committee chose Timmons Cityworks as the new EAM system, noting that the software is based on Geographic Information System (GIS) technology, which is prominent in the County.

Referring to her memorandum of October 13, 2014, a copy of which has been filed and made a part of the record, Ms. Dubov indicated that, as the Chair of the eGIS Steering Committee, it has become clear to her that the new EAM system will integrate with the current eGIS framework and be dependent on the timely accurate availability of eGIS data; that successful implementation of the EAM will require close coordination between the respective technical leaders; and that after watching the Consolidated Justice Information System (CJIS) Policy Board work for the benefit of a large number of stakeholders, she would suggest that the Board create a similar, smaller policy board to oversee the continued implementation of eGIS

and the integration of the EAM. She indicated that the new board should consist of BTS Board member-stakeholders, including the Property Appraiser, County Administrator, Sheriff, and others who use one or both technologies; that the members should have the authority to allocate financial and personnel resources from within their respective organizations; and that she would be happy to chair the policy-level committee for 2015 if the County Administrator sits on the committee, noting that she needs the ability to speak with Mr. Woodard concerning money and resources without violating the Sunshine Law.

In response to queries by Chairman Latvala as to examples of decisions the board would make, Ms. Dubov clarified that individuals who sit on the new board would have the authority to make spending and personnel decisions, noting that the CJIS Board was able to work through issues because the members of that committee were able to speak with each other without being in violation of the rules.

During discussion and in response to queries by Commissioner Welch, Ms. Dubov clarified that the new eGIS/EAM policy board would work the same way as the CJIS Board works; and that, initially, the EAM would be primarily used by the County Administrator's departments; whereupon, Mr. Woodard indicated that spatial information contained in eGIS and the EAM application are "joined at the hip"; that it makes sense to allow the two conversion technologies to come together; and that the stakeholders who benefit from the applications should be represented on the Board, noting that he fully supports what has been outlined. Responding to further query by Commissioner Welch, Ms. Dubov stated that the timeline for the new policy board would be to wait until after the successful negotiations with Cityworks; and at the subsequent BTS meeting, the Board could vote to create the new policy board, noting that in the meantime, she has requested that Attorney Crowell research the organizational requirements.

Attorney Crowell indicated that he would be forming the new committee as a steering committee within the BTS Board for Sunshine Law reasons; that BTS is a policy board which makes policy decisions; and that the new steering committee would allocate resources; whereupon, noting that a steering committee was not her intent, Ms. Dubov reiterated that she does not want the new committee to have to come back and get approval for everything it does, noting that the CJIS Board did not have to keep going back to the BTS Board. Discussion ensued, and Chief Judge McGrady and Mr. McCabe provided input.

Chairman Latvala indicated that she is comfortable moving forward with the new policy board; whereupon, Attorney Crowell indicated that he will work with Ms. Dubov to craft a draft resolution for review at the next meeting, and no objections were noted.

### AUDIO VISUAL SUPPORT

Mr. Rose discussed the audio visual capabilities and systems which have started to grow in the County, both on the desktop and on the system side, noting that the predominant players are the courts and entities at the new Public Safety Complex, and indicated that the use will become more prevalent especially in conducting remote meetings and remote document sharing; that BTS does not have staff to support these technologies; that the idea of centralizing the system is very appealing; and that going forward BTS could either seek a third-party company or hire additional in-house staff.

Mr. Malpass indicated that the Sheriff's Office has a substantial investment in audio visual technology throughout the Public Safety Complex; that different security requirements are needed depending on the location in the building; that it has been a challenge to figure out how to standardize the equipment; and that the complexity of the systems is continually increasing. He related that video visitation allows inmates to stay in jail without having to transport them to court, which has its own security requirements; and that some staffing is required to support the technology, noting that a contractor cannot go into the jail unescorted to service equipment; whereupon, in response to query by Commissioner Welch, he indicated that between the Sheriff and the courts, there are five staff members in Pinellas County and one in Pasco County who support audio video equipment. In response to further query by Commissioner Welch, Mr. Rose indicated that staffing and capital funding for refreshing equipment both need to be increased; and that he would prefer to pursue the enterprise support model. Discussion ensued, and Chief Judge McGrady provided input, noting that an interlocal agreement may be required.

### PINELLAS.GOV DOMAIN DISCUSSION

Mr. Rose discussed the various existing Pinellas County web domains, noting that staff and the public have inquired about consolidation of the domains. In response to queries by the members, he related that following several emails to the federal government, staff was able to secure the *pinellas.gov* domain, noting that it would improve the County's branding and would enhance security; that there would be a small cost for items such as new business cards; and that the domain is currently live and ready to go as soon as staff makes some configuration changes.

## ORACLE LICENSING AND SUPPORT

Mr. Rose discussed the licensing model that Oracle adheres to globally, noting that the County pays for licensing even if it is not used, and related that 60 percent of the Oracle support is currently being used; that 40 percent is paid for but not used; and that the County pays approximately \$1.85 million per year, with a three-percent yearly increase; whereupon, referring to a chart titled *Oracle Support Annual Cost*, a copy of which has been filed and made a part of the record, he provided statistical information regarding the annual cost for Oracle support and the cost of each service request, stating that BTS staff resolves about 74 percent of Oracle service requests and Oracle only resolves about 26 percent of the requests. He discussed an opportunity to drive down the cost of service by seeking third-party support groups that exist in the market at a cost of 40 to 60 percent less than what is charged by Oracle, noting that in 2016, it could save the County almost \$1 million a year.

In response to query by Chief Judge McGrady, Senior Assistant County Attorney Jason Ester indicated that the licensing agreement with Oracle does not preclude the County from using third-party support companies; that the service agreements renew annually; and that the cleanest method of bringing on a third-party company would be not to renew the service agreements with Oracle at the end of the year. Responding to queries by Ms. Nelson and Mr. Woodard, Mr. Rose indicated that if a service agreement did not work out with a third-party, the County could go back to Oracle for a service agreement; and that the County would lose the patching from Oracle, but third-party companies do supply a similar type of Oracle patching. Mr. Woodard suggested that the issue be brought forward to the Oracle Business Applications Executive Committee (OBAEC) to seek input, followed by RFPs to ensure the County receives a product that serves all of the needs of the stakeholders, and discussion ensued regarding the latest Oracle upgrade, service calls, and Oracle patches.

Mr. Woodard expressed concern that patches provided by a third-party company are not certified by Oracle, and requested that BTS staff look at the potential risk of having a non-Oracle-authorized vendor applying non-Oracle patches to an Oracle database, as dire consequences could occur, and Mr. Rose provided input.

Ms. Mells related Mr. Burke's opinion that staff should continue to thoroughly research the issue by reviewing statistics, service level agreements, and references from customers, and identifying what is being supported; and that the matter should go before OBAEC to obtain the committee's approval before it is presented to the BTS Board for approval.

Chairman Latvala opined that the third-party companies are worth pursuing, noting that doing so could result in a real cost savings to the County; whereupon, she inquired whether the Board was comfortable moving forward, and no objections were noted.

Commissioner Welch clarified for the record that it is not the intention to move away from Oracle, but to move away from Oracle support, and Mr. Rose concurred.

#### PRESENTATION TO CHAIRMAN LATVALA

Mr. Rose presented a plaque to Chairman Latvala and expressed appreciation for her leadership and outstanding community service to BTS and Pinellas County; whereupon, Commissioner Welch and Chief Judge McGrady extended their thanks and provided additional comments.

#### EVALUATION OF MARTIN ROSE, CIO

Chairman Latvala distributed the consolidated annual performance evaluation responses, copies of which have been filed and made a part of the record, and indicated that Mr. Rose received an overall rating of "Very Good." She stated that pursuant to his contract, he will receive the three-percent raise that was afforded to all County employees, effective October 1, 2014; whereupon, she thanked him for his good work, and Mr. Rose provided input.

#### BTS BOARD CHAIRMAN SELECTION DISCUSSION

Chairman Latvala noted that the Board is not scheduled to meet again before the end of the year, and it would be appropriate to nominate a new Chairman at this time.

Mr. McCabe stated that it is important that the Chairman be a County Commissioner. He nominated Commissioner Welch to serve as Chairman, and Ms. Nelson seconded; whereupon, Commissioner Welch indicated that as a matter of protocol, he would recognize Vice-Chairman Dubov for her comments, direction, and inclination.

Following brief discussion, Mr. McCabe and Ms. Nelson withdrew their motion and second, and Vice-Chairman Dubov agreed to assume the Chairmanship until such time as a new Chairman is elected, and no objections were noted.

October 16, 2014

ADJOURNMENT

The the meeting was adjourned at 2:18 P.M.