

Clearwater, Florida
April 16, 2015

The Pinellas County Business Technology Services (BTS) Board met in regular session at 1:00 P.M. on this date in the County Commission Assembly Room, Pinellas County Courthouse, Clearwater, Florida, with the following members present:

Kenneth T. Welch, County Commissioner, Chairman
Pam Dubov, Property Appraiser, Vice-Chairman
Bernie McCabe, State Attorney
Diane Nelson, Tax Collector
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit
Karen Williams Seel, County Commissioner
Mark S. Woodard, County Administrator
Deborah Mells, representing Ken Burke, Clerk of the Circuit Court and
Comptroller (Not Voting)
Craig Whisenhunt, representing Bob Dillinger, Public Defender (Voting)
Jason Malpass, representing Robert Gualtieri, Sheriff (Voting)

Not Present

Ken Burke, Clerk of the Circuit Court and Comptroller
Deborah B. Clark, Supervisor of Elections
Bob Dillinger, Public Defender
Robert Gualtieri, Sheriff

Also Present

Martin Rose, Chief Information Officer, BTS
Don Crowell, Managing County Attorney
BTS Department Staff
Laura M. Todd, Board Reporter, Deputy Clerk (Minutes by Helen Groves)

AGENDA

1. Call to Order (Chairman, Commissioner Welch)
2. Designation of Voting Proxies (Chairman, Commissioner Welch)
3. Approval of Meeting Minutes (Chairman, Commissioner Welch)
BTS Board Meeting – October 16, 2014
BTS Board Meeting - January 22, 2015
4. Discussion of Organizational Issues (Chairman Welch and Board)
5. BTS Executive Overview (Martin Rose)

6. FY16 Budget and Decision Packages (Martin Rose)
7. Adjournment (Chairman, Commissioner Welch)

CALL TO ORDER

Chairman Welch called the meeting to order at 1:00 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Welch recognized the three individuals in attendance representing the absent members and identified the ones who will be voting.

MINUTES OF OCTOBER 16, 2014 AND JANUARY 22, 2015 MEETINGS - APPROVED

Upon presentation by Chairman Welch of the minutes of the BTS meetings of October 16, 2014 and January 22, 2015, Commissioner Seel moved, seconded by Chief Judge McGrady and carried unanimously, that the minutes be approved as submitted.

DISCUSSION OF ORGANIZATIONAL ISSUES

Acknowledging the difficulty of addressing a personnel issue in public but citing the Sunshine Law and the need to address the situation directly, transparently, and in a fair and respectful manner, Chairman Welch indicated that the discussion would begin with a recent Office of Human Rights investigation and report, which has been filed and made a part of the record.

Office of Human Rights Investigation

Pointing out that the members have had an opportunity to read the investigation report and that Human Rights Director Paul W. Valenti is present to answer any questions, Chairman Welch stated that the report was inconclusive; that no evidence was found to support the complaint; that the person who filed the complaint and those who cooperated are protected from any retaliation; that Mr. Valenti has recommended anti-harassment training for all BTS staff; and that Mr. Rose has identified a path he will take to get feedback from his organization in order to correct some issues; whereupon, the Board members and Mr. Rose indicated that they have no comments or questions regarding the investigation and report.

Organizational Changes

Chairman Welch referenced an e-mail from Ms. Nelson, which has been filed and made a part of the record, recommending that the Board have a separate meeting to discuss the issues in the BTS department, and indicated that he supports her recommendations.

Mr. Rose referred to a March 24, 2015 e-mail he sent to the Board outlining some internal changes within the BTS, and related that shortly after coming to the County, he realized that an added emphasis needed to be placed on customer service; that he had made some organizational changes to address that need; and that he has asked Director of Human Resources Peggy Rowe to conduct one-on-one interviews with his managerial staff to determine how the changes affected the department and how the employees responded to the changes. In response to queries by Chairman Welch, Human Resources Manager David Blasewitz reported that there are 160 total positions in the BTS Department; that the intent is to interview the 19 people in senior leadership positions; and that the interview process might reach deeper into the organization if it is the pleasure of the Board or warranted by the information gathered.

Chairman Welch indicated that he has asked Mr. Rose to develop a game plan to address the apparent discord in the department, and discussion ensued with Ms. Nelson stating that she would prefer that Human Resources investigate the issue and provide the Board with further information and Mr. McCabe expressing concern that the Board would be dragged into micromanaging a department when the real issue is dissatisfaction with a new management style. Ms. Dubov requested that she be interviewed as part of the process, noting that she is unsure that her particular concerns are shared by the 19 people selected for interview; whereupon, Chairman Welch directed Mr. Blasewitz to contact each Board member to see if they wish to be interviewed.

Noting the difficult role in which the BTS employees will be placed during the interview process, Mr. Woodard stated that it is incumbent upon the Board to take whatever action is called for as a result of the investigation; that he has some concerns about the leadership of the organization, which he has discussed with Mr. Rose; that he is concerned about the polarization of staff and Mr. Rose's response to the Human Rights report; and that he finds it disquieting that Mr. Rose has taken no personal responsibility for his part in the matter, but instead blames the culture, and discussion ensued wherein Ms. Dubov commented that Mr. Rose replaced a manager that was quite popular with much of the BTS staff and was selected over an existing, long-serving employee who was serving as the Interim Manager.

Thereupon, following confirmation by Attorney Crowell that a formal vote is not necessary as there seems to be consensus among the Board, Chairman Welch directed that a

meeting be scheduled in late May or early June for the Board to receive the report from Human Resources and the plan from Mr. Rose to address the issues in the department, and no objections were noted.

BUSINESS TECHNOLOGY SERVICES POWERPOINT PRESENTATION - APRIL 16, 2015

EXECUTIVE OVERVIEW

Mr. Rose conducted the *Executive Overview* portion of the PowerPoint presentation, and discussed the new department goals. He reviewed the service delivery metrics on page 4 showing the department's performance level in applications support, emerging technologies/development, and infrastructure services and the statistics on page 5 pertaining to the number of infrastructure/applications. Referring to the graphic on page 6 regarding incident tickets, he indicated that there had been no major outages since he came on board 11 months ago until a very recent one that was limited to the operations of the Sheriff.

Mr. Rose discussed projects that have been completed, including the Criminal module for the Consolidated Case Management System (CCMS) for the Sixth Judicial Circuit partners and the new Public Safety Complex and Data Center technology implementation. He provided information about on-going projects, including Phase Two of the Public Safety Complex, OPUS implementation, and agenda automation for the Board of County Commissioners; whereupon, he provided a strategic overview of the vision and the mission of the BTS department.

In response to query by Chairman Welch, Mr. Rose confirmed that the mainframe has been officially unplugged.

FISCAL YEAR 2016 BUDGET AND DECISION PACKAGES

Referring to the *Fiscal Year 2016 BTS Budget* portion of the presentation, Mr. Rose reviewed the base budget target summary, and indicated that the Fiscal Year 2016 budget request is \$28,754,270 and includes adjustments.

DECISION PACKAGES

Geographical Information System (GIS) Enterprise Agreement with ESRI

Bryan Zumwalt, GIS Manager, reviewed an enterprise license agreement being negotiated by Attorney Crowell with the GIS vendor, ESRI; and stated that the agreement needs to be in place by April 2016 in order to continue the GIS licensing; and that a three-year agreement costing approximately \$600,000 a year is being considered, with the possibility of a fourth year. Later in the meeting, Ms. Dubov provided information about the LIDAR aerial topography imagery, confirming that there will be a one-time cost every five years.

Microsoft Enterprise Agreement

Principal Enterprise Architect Jeff Rohrs reviewed the Microsoft Enterprise Agreement. He provided background information, relating that incompatibility issues with the Office 2007 software currently in use are affecting 50 percent of the BTS customers; that Microsoft will cease support for the software in 2016, which raises serious security issues; and that it will take at least 12 to 18 months to roll out a new version and train the County staff; whereupon, in response to queries by Chairman Welch, he discussed browser support issues.

Mr. Rohrs provided an overview of four options being considered, and in response to queries by Chairman Welch and Chief Judge McGrady, related that the Sheriff's Office, the Courts, and the Tax Collector have current agreements with Microsoft; and that the Clerk of the Court does not. Ms. Mells indicated that the Clerk only this week learned that there are different pricing models and is curious as to why the Sheriff and Tax Collector are not interested in the enterprise agreement; whereupon, Mr. Malpass and Ms. Nelson explained that it is not financially viable at this time for them to be a part of the Enterprise Agreement.

Thereupon, Mr. Rohrs recommended that the Board select the Enterprise Cloud Suite (ECS) option. He compared the options, stating that ECS provides the most value and benefits and offers everything in Office 365 plus the Mobility Suite, Multi-factor Authentication, and a password reset portal in the cloud. He indicated that the ECS total ownership cost would be \$5.5 million, and discussion ensued in which Mr. Malpass provided input, stating that the Technology Steering Cooperative collectively agreed that, in the long-term, the ECS option would be the best for the County; whereupon, at the suggestion of Mr. Rose, Mr. Rohrs discussed the rising trend of government entities in Florida to select the Office 365 model, partly because of the ease in handling public record requests, noting that the City of St. Petersburg recently implemented the model.

Later in the meeting, Mr. Rose suggested that a study to determine how many of the 3,600 users have a real need for the highest level of service would probably lead to considerably lower costs. Discussion ensued regarding the current agreements the various entities have wherein Mr. Rose indicated that BTS is recommending subscription agreements and Mr. Malpass confirmed that the Sheriff's Office would eventually follow suit. Following discussion, Ms. Mells agreed that the Clerk's Office would meet with the BTS department and make a decision before the BTS budget presentation to the BCC on May 22.

Enterprise Asset Management

Jim Fletcher, Enterprise Asset Management Program Sponsor, reviewed this BCC strategic project and the pie chart on page 24 of the PowerPoint presentation showing the breakout by the user departments. He indicated that the estimated project budget is \$7.8 million, but negotiations are continuing; and that it is anticipated it will take 24 to 30 months to implement. In response to query by Mr. Woodard, Mr. Fletcher indicated that the business case is conservative, and there should be cost-avoidance benefits for decades associated with capital investment and operation and maintenance activities associated with assets; and in response to Chairman Welch and Commissioner Seel, indicated that the overall cost will be divided between the user departments; whereupon, Messrs. Rose and Woodard provided confirmation, with Mr. Woodard adding the caveat that whatever is approved by the Board today is subject to the BCC budget process.

In summary, Mr. Rose indicated that the BTS decision packages are over and above the base budget and total approximately \$1.5 million in recurring and \$1 million in one-time costs; and that the packages include the ones reviewed earlier today, as well as replacement of the interactive voice telephone system.

BCC Business Projects

Mr. Rose indicated that in addition to Enterprise Asset Management, there are two other BCC projects: replacements for a laboratory information management system for the Medical Examiner and a case management system for Justice and Consumer Services; and that the total amount of the decision packages for the BCC projects is a one-time total of \$2,688,940 in Fiscal Year 2016 and a recurring cost of \$60,000 in 2017.

BTS Personnel

Mr. Rose provided a list of BTS personnel needed in 2016, noting that if all were hired, the additional cost would be \$860,500 in Fiscal Year 2016.

Fiscal Year 2016 BTS Budget Request with the Decision Packages

Mr. Rose indicated that the total Fiscal Year 2016 BTS budget request with the decision packages is \$41,197,670, which is up one percent from last year. In response to query by the Chairman, Mr. Woodard indicated that there are no funds set aside for the Enterprise Asset Management project, and discussion ensued regarding funding set aside for other projects.

Thereupon, Chief Judge McGrady moved, seconded by Ms. Dubov and carried unanimously, that the BTS budget be approved and forwarded to the BCC for its budget deliberations.

ADJOURNMENT

The meeting was adjourned at 2:32 P.M.