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:

Kenneth T. Welch, County Commissioner, Chairman
Pam Dubov, Property Appraiser, Vice-Chairman
Deborah B. Clark, Supervisor of Elections
Bob Dillinger, Public Defender
Robert Gualtieri, Sheriff
Bernie McCabe, State Attorney
Chief Judge J. Thomas McGrady, Sixth Judicial Circuit
Karen Williams Seel, County Commissioner
John Boscarino, representing Diane Nelson, Tax Collector (Not Voting)
Deborah Mells, representing Ken Burke, Clerk of the Circuit Court and
    Comptroller (Not Voting)

Not Present
Ken Burke, Clerk of the Circuit Court and Comptroller
Diane Nelson, Tax Collector
Mark S. Woodard, County Administrator

Also Present
Martin Rose, Chief Information Officer, BTS
Don S. Crowell, Managing Assistant County Attorney
Judge Anthony Rondolino, Sixth Judicial Circuit
Lynda Morrill, Program Manager, BTS Project Management
Mike Pereiro, Change Release Manager, BTS Service Management
Ciro Quintana, Configuration Manager, BTS Service Management
Fred Tucker, Incident Manager, BTS Service Management
BTS Department Staff
Christopher Bartlett, Board Reporter, Deputy Clerk

AGENDA

1.  Call to Order (Chairman, Commissioner Welch)
2.  Designation of Voting Proxies (Chairman, Commissioner Welch)
3.  Update on Organizational Assessment (Chairman, Commissioner Welch)
4.  Approval of Meeting Minutes (Chairman, Commissioner Welch)
       BTS Board Meeting – April 16, 2015

5. Recognition of Chief Judge J. Thomas McGrady (Chairman Welch and Board)
6. Budget Update (Martin Rose)
   Microsoft Enterprise Agreement Update (Martin Rose)
7. Data Center Move (Lynda Morrill)
8. Service Management (Mike Pereiro, Ciro Quintana, and Fred Tucker)
9. Adjournment (Chairman, Commissioner Welch)

CALL TO ORDER

Chairman Welch called the meeting to order at 1:03 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Welch identified the two individuals in attendance on behalf of the absent members and related that they will not be voting.

RECOGNITION OF CHIEF JUDGE J. THOMAS MCGRADY

Chairman Welch and Mr. Rose presented Chief Judge McGrady with a plaque and a gift, respectively, and the Board expressed appreciation for his many years of leadership, dedication, and service; whereupon, the Chief Judge introduced and the Board welcomed his successor, Judge Anthony Rondolino, who will be joining the Board in July.

UPDATE ON ORGANIZATIONAL ASSESSMENT

Chairman Welch indicated that Human Resources has completed the organizational assessment and survey of the BTS Department as requested by the Board; and that a meeting will be scheduled in July to discuss its findings and recommendations.

Chairman Welch referred to a memorandum received from Mr. Woodard shortly before the meeting, a copy of which has been filed and made a part of the record, and related that the County Administrator would like to withdraw from the BTS Board, primarily due to concerns with the Sunshine Law, as he feels that membership on this Board hinders his ability to inform and make recommendations to the Board of County Commissioners (BCC). The Chairman provided historical information, noting that similar governance issues arose during the prior administration; whereupon, he discussed options available to the Board, and stated that in order to provide the members more time to consider the issue, the matter will be addressed at the meeting to be scheduled in July.

DATA CENTER MOVE

Ms. Morrill conducted a PowerPoint presentation titled *Data Center Move*, a copy of which has been filed and made a part of the record, and related that the hardware infrastructure has been migrated to the Data Center with limited customer outages, and the foundation is in place to begin migrating the software applications. She noted that each application is being evaluated separately; that customer involvement is being pursued; that migration blackout dates and software licenses are being considered; and that the Change Advisory Board is ensuring that the information is being shared with all involved. Later in the meeting, Mr. Pereiro indicated that the Change Advisory Board is a standing board of eight members, including:

- Thomas Fredrick, Emerging Technologies, BTS Director
- Jeff Rohrs, Enterprise Architecture and IT Security (2 votes), Principal Enterprise Architect
- Belinda Huggins, Production Application Support, BTS Director
- Jim Russell, Service Management, BTS Director
- Jonathan Ferguson, Customer Support Center, BTS Supervisor
- Nancy Sherman, Business Relationship Management, BTS Manager
- Douglas Peat, Infrastructure, BTS Director

Ms. Morrill stated that the high-density computing environment established at the Public Safety Complex has been matched at the Emergency Responder's Building; and responding to query by Chairman Welch, stated that the funding for the expansion came from the Capital Improvement Program's (CIP) Production Growth category; and that she would report back to the Board the total amount spent on the Emergency Responder's Building expansion and indicate where the funds were pulled from the CIP.

Ms. Morrill discussed the migration timeline, and indicated that eGIS would migrate by the end of this summer, OPUS in the spring of 2016, and CCMS in the summer of 2016; whereupon, Ms. Dubov suggested that the scheduled migration of eGIS be delayed by a few weeks, noting that the Truth in Millage (TRIM) notices are distributed in mid-August, which substantially increases traffic on the Property Appraiser website, and migrating eGIS at the same time could create issues.

SERVICE MANAGEMENT

Mr. Rose stated that Information Technology Instructor Library (ITIL) is the most widely-accepted approach to IT Service Management; that BTS Service Management is built on

ITIL; and that an ITIL framework has been in use by BTS for nearly a decade. He began a PowerPoint presentation titled *Service Management*, a copy of which has been filed and made a part of the record, and stated that 80 percent of outages that occur in technology are self-inflicted, with the remainder caused by technology failures and disasters; and that it is critical that a large infrastructure be maintained in order to manage change; whereupon, he indicated that members of his staff would discuss the three main topics: Change Management, Configuration Management, and Incident Management.

Change Management

Mr. Pereiro related that Change Management processes are based on ITIL best practices; that BTS implemented nearly 2,400 changes in IT services in 2014 and is on pace to exceed that in 2015 by 22.5 percent; and that the use of the aforementioned Change Advisory Board is critical to the Change Management process. He indicated that Change Management reduces service disruptions, defects, and re-work, which protects businesses and services while making the required changes; that changes are delivered promptly to meet business timescales; that risk assessment helps prioritize the proper transition process; and that Change Management contributes to better estimates of quality, time, and costs; whereupon, responding to query by the Chairman, he stated that BTS uses the CA Service Desk Manager tool, noting that the Gartner Research Institute's Magic Quadrant ranks the tool as a leader in the industry.

Configuration Management

Mr. Quintana discussed the Configuration Management Database and related that it contains nearly 14,000 records of attributes for each of the system components such as servers, network devices, applications, workstations, and other hardware; that it tracks the relationships between different components; and that it can be integrated with other asset management systems, and in response to query by Chairman Welch, he confirmed that the repository is a part of Service Desk. Discussion ensued about how Configuration Management is being used in the Public Safety Complex move, and Mr. Quintana presented an example of a Service Desk configuration item's connection; whereupon, in response to query by the Chairman, he reviewed the different elements of the Configuration Management Database relationships.

Incident Management

Mr. Tucker defined an "incident" as the unplanned interruption or the reduction in quality of an IT service, and reviewed the recent history of Priority One incidents, relating that the number of Priority One incidents is decreasing as are the number of incidents overall; that the majority of incidents are resolved at the Customer Service Support Center level; and that the downward trend in incidents is a result of increasing the infrastructure. He stated that the object

of Incident Management is to return the IT service back to its users as quickly as possible; and that, with the steady decrease in the number of overall incidents, the next step is to focus on resolving the repeat incidents that still occur, and discussion ensued.

In response to queries by Mr. Dillinger regarding Priority One incidents related to Odyssey, Mr. Tucker noted that seven of the ten incidents in May were Odyssey related; that while the average resolve time was 40 minutes, some incidents required several hours to resolve; and that the target is to resolve an incident within four hours; whereupon, responding to queries by the Chairman, he stated that incidents related to OPUS have decreased; and that the majority of incidents are related to the desktop environment, including Outlook and printing issues.

In conclusion, Mr. Rose summarized how each part of Service Management is contributing to the Public Safety Complex move and commended his staff for their planning and efforts.

ADJOURNMENT

The meeting was adjourned at 1:52 P.M.