



## AGENDA

- 1. Call to Order – Chair, Commissioner Welch**
- 2. Designation of Voting Proxies – Chair, Commissioner Welch**
- 3. Update on Organizational Assessment – Chair, Commissioner Welch**
- 4. Approval of Meeting Minutes – Chair, Commissioner Welch**
  - *BTS Board Meeting – April 16, 2015*
- 5. Recognize Chief Judge Thomas McGrady – Martin Rose**
- 6. Budget Update – Martin Rose**
  - **Microsoft Enterprise Agreement Update – Martin Rose**
- 7. Data Center Move – Lynda Morrill**
- 8. Service Management – Mike Pereiro, Ciro Quintana, Fred Tucker**
- 9. Adjournment – Chair, Commissioner Welch**

# Thank You

*Certificate of Appreciation*

*Chief Judge Thomas McGrady*

In recognition of your dedication and service as a member  
of the Business Technology Services Board of Directors.



*Awarded By:*

Martin P. Rose, Chief Information Officer  
Business Technology Services

Commissioner Kenneth T. Welch, Chair  
Business Technology Services Board



# **Pinellas County Business Technology Services**

## **FY16 BTS Budget Update**

*Partnering to provide the solutions most important to our Customers' Business*

**June 15, 2015**

# FY16 Decision Packages

## BTS Services

Service	Description	FY16 Recurring	FY16 One Time	FY17 Recurring
Telephone	Interactive Voice Response (IVR) Replacement		\$ 310,000	\$ 55,000
Multiple	Application Portfolio Modernization <i>5000 Hrs; Potential FY15 Funding will reduce this request</i>		<del>\$ 500,000</del>	
GIS	ESRI Agreement <i>*Net Impact Year 1 \$103,850; Year 2 \$123,850; Year 3 \$143,850; Year 4 \$143,850</i>	\$ 103,850		<i>*See Net Impact Year</i>
	LiDAR (Every 5 Years)		\$ 200,000	\$ 40,000
Enterprise IT Services	Microsoft Enterprise Agreement <i>Year 1 \$1,627,205 Year 2 \$1,627,205, Year 3 \$1,627,205, Year 4+ \$1,486,162; ECS option; Does not include PCSO, Tax Collector, Courts.</i>	\$ 1,627,205		\$ 1,627,205
<b>Total Decision Packages BTS Services</b>		<b>\$ 1,731,055</b>	<b><del>\$ 1,010,000</del> \$510,000</b>	

# FY16 Decision Packages

## BCC Business Projects

Project	Description	FY16 Recurring	FY16 One Time	FY17 Recurring
<b>Enterprise Asset Management (EAM)</b>	Total estimated multi-year cost of \$7,852,430 includes estimated CitiWorks Agreement, BTS Costs & Business Costs. <i>*Year 1 Estimated Net Impact</i>		\$ 2,098,940	
<b>Medical Examiner LIMS Replacement</b>	Replace legacy BTS Custom Build Laboratory Information Management System (LIMS) Replacement with COTS solution.		\$ 325,000 <i>Funded by BCC Strategic Projects Fund</i>	\$ 60,000
<b>Justice &amp; Consumer Services Application Replacement</b>	Justice and Consumer Services case management system is written in an unsupported development technology (Oracle Forms).		\$ 265,000 <i>Funded by BCC Strategic Projects Fund</i>	
<b>Total Decision Packages BCC Projects</b>			\$ 2,688,940	
			\$ 2,098,940	

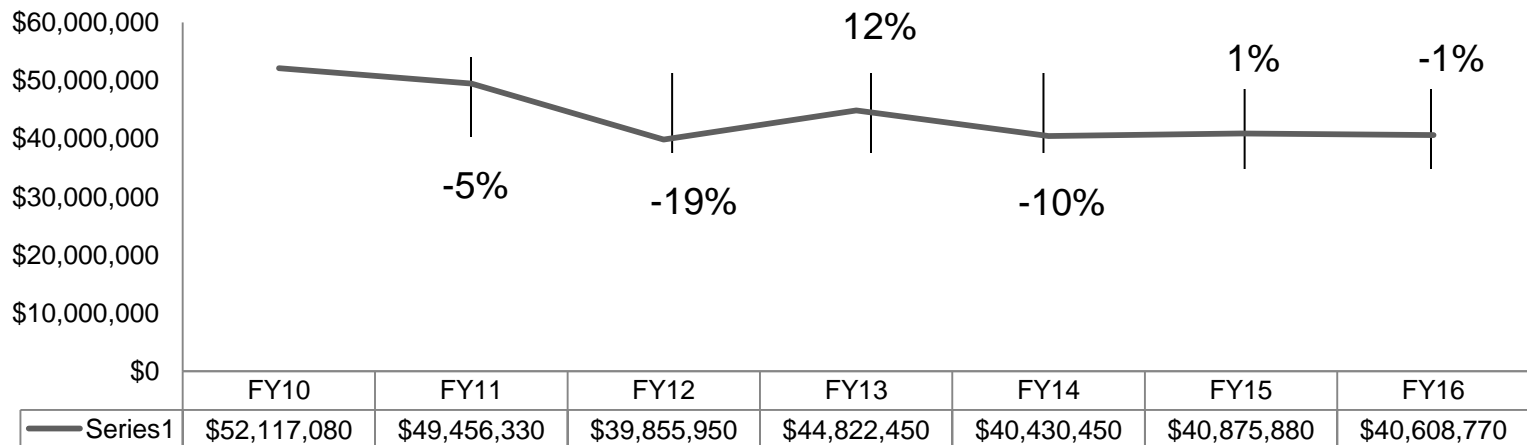
# FY16 Decision Packages Summary

Decision Package	Description	FY16 Recurring	FY16 One Time	FY17 Recurring
BTS Personnel	8 Positions	<del>\$ 860,500</del>		<del>\$ 860,500</del>
BTS Services	Telephone; Security; GIS; Microsoft Enterprise Agreement	\$ 1,731,060	\$ 510,000	\$ 95,000
BCC Business Projects	Medical Examiner LIMS Replacement; JCS Application Replacement		<i>Funded by BCC Strategic Projects Fund</i>	\$ 60,000
<b>Total Decision Packages</b>		<del>\$ 2,591,560</del> <b>\$ 1,731,060</b>	<b>\$ 510,000</b>	
<b>Total FY16 Impact</b>		<del>\$ 3,601,560</del> <b>\$ 2,241,060</b>		
<b>EAM Project (Year 1)</b>		<b>\$ 2,098,940</b>		
<b>REVISED Total</b>		<del>\$ 5,700,500</del> <b>\$ 4,340,000</b>		

# FY16 BTS Budget Request w/Decision Packages

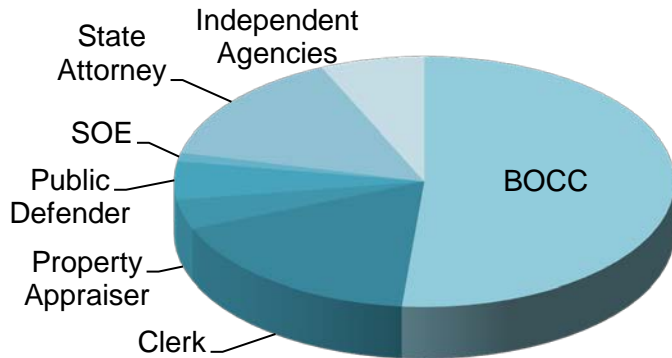
<b>Base Budget</b>	<b>\$ 28,756,510</b>
Cost Pools	\$ 7,512,260
<b>Total</b>	<b>\$ 36,268,770</b>
Decision Packages	\$ 2,241,060
EAM Project (Year 1)	\$ 2,098,940
<b>Total</b>	<b>\$ 40,608,770</b>

## BTS Fund History

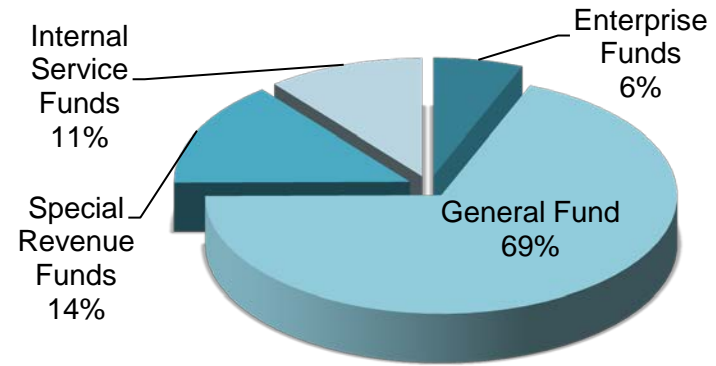


# Microsoft Enterprise Agreement

(Without PCSO, Tax Collector, Courts)



Proportional Headcount by Entity



Impact by Fund Type

## Enterprise Cloud Suite (ECS) Subscription

Cash Flow	Year 1 (FY16)	Year 2 (FY17)	Year 3 (FY18)	Year 4 (FY19)
<b>Total Annual Need* (Recurring)</b>	<b>\$ 1,627,205</b>	<b>\$ 1,627,205</b>	<b>\$ 1,627,205</b>	<b>\$ 1,486,162</b>

\*Year 1-3 reflect total estimated subscription count for proper CPA sizing and budget for full implementation.

Microsoft Agreement in contract review is sized at 3000 subscriptions with estimated 1<sup>st</sup> year financial impact of 1.3M as a measure to not over purchase what can be implemented the first year with a 1<sup>st</sup> annual payment due October, 2015.



# Microsoft Enterprise Agreement

## *Early Start Incentives*

### FY15 Start

- **Conditional to July 1 Start**
  - Executed Agreement by end of June, 2015.
  - On June 23 BCC Meeting agenda.
- **\$287K out of pocket cost**
  - Cost avoid budgeted funds to traditional license true-up and put toward new EA.
- **\$1,340,205 paid in Oct 2015**
  - Non-funding clause in agreement

### \*Incentives

- **Structured Annual Payments**
  - FY15 payment reduces FY16 annual payment.
  - Allows products to be available for use FY15.
- **\$344,762 Cost Avoidance**
  - Implementation & Deployment services to transition from current to future state.
  - Training Concessions

*\*Incentives to be used within timeframe starting agreement execution date.*



# **Pinellas County Business Technology Services**

## **Data Center Move Lynda Morrill**

*Partnering to provide the solutions most important to our Customers' Business*

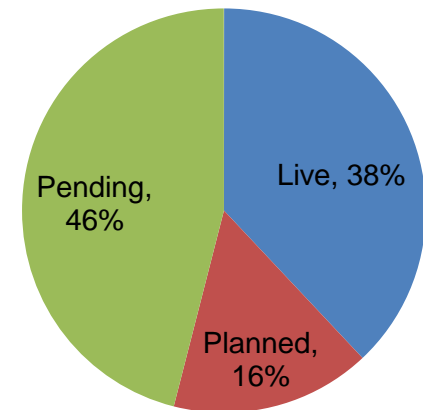
**June 15, 2015**

# Data Center Migrations

## Clearwater to Public Safety Complex

- Major Hardware Migrated
  - Network
  - Phones
  - Domain Controllers
- Limited Customer Outages
- Limited Incidents Reported
- Customer Involvement and Planning
- Foundation in place to Migrate Applications

Infrastructure Migrations



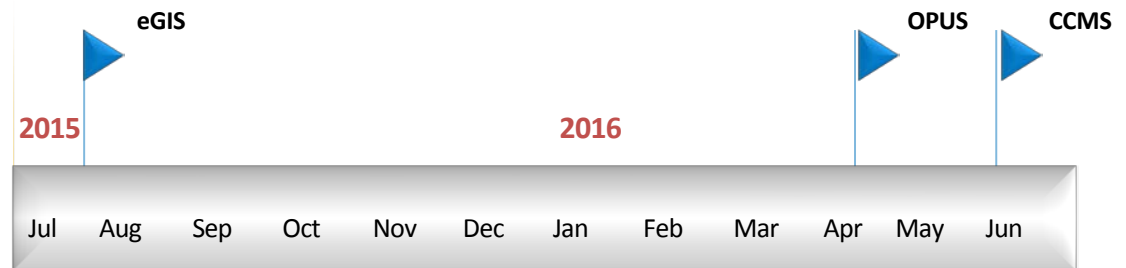
# Data Center Migrations

## Clearwater to Public Safety Complex

- Factors for End User Application Migration
  - Size and Complexity
  - Customer Involvement
  - Governance Oversight (OBAC, eGIS, Justice)
  - Blackout dates
  - Licensing and Hardware
  - Doing it Right
    - Change Advisory Board Involvement
    - Documented Procedures & Checklists
- Expanded footprint at ERB to match Virtualized environment at PSC

- Migration Timeline

- eGIS
- OPUS
- CCMS





# **Pinellas County Business Technology Services**

**Service Management  
Mike Pereiro, Ciro Quintana and Fred Tucker**

*Partnering to provide the solutions most important to our Customers' Business*

**June 15, 2015**

# Did You Know?

**80% of outages are self-inflicted!**

*“80 percent of unplanned downtime is caused by people and process issues including poor change management practices, while the remainder is caused by technology failures and disasters.”*

*~Donna Scott, VP & Research Director, Gartner*

# Change Management

- The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.
- A change is the addition, modification or removal of anything that could have an effect on IT services. This includes changes to all architectures, processes, and tools, as well as changes to IT services and other configuration items.
- In 2014, 2,370 changes were implemented. In 2015, 1,090 changes have been implemented (22.5% increase from same time period last year).
- Communication, planning, learning, and effectiveness are key objectives.

# Change Advisory Board (CAB)

- A group of people that support the assessment, prioritization, authorization and scheduling of changes. This group is typically comprised of representatives from: all areas within BTS; the business; and third parties such as suppliers.
- Meetings are held weekly with documented agendas, minutes, and attendance.
- Changes are posted to an accessible SharePoint Calendar and are communicated through numerous channels.



# Change Management Value: Public Safety Complex Moves

- Protects the business and other services while making required changes.
- Reduces failed changes and therefore service disruption, defects and re-work.
- Delivers changes promptly to meet business timescales.
- Tracks changes through the service lifecycle and to the assets of its customers.
- Assesses the risks associated with the transition of services
- Contributes to better estimates of quality, time and cost of change

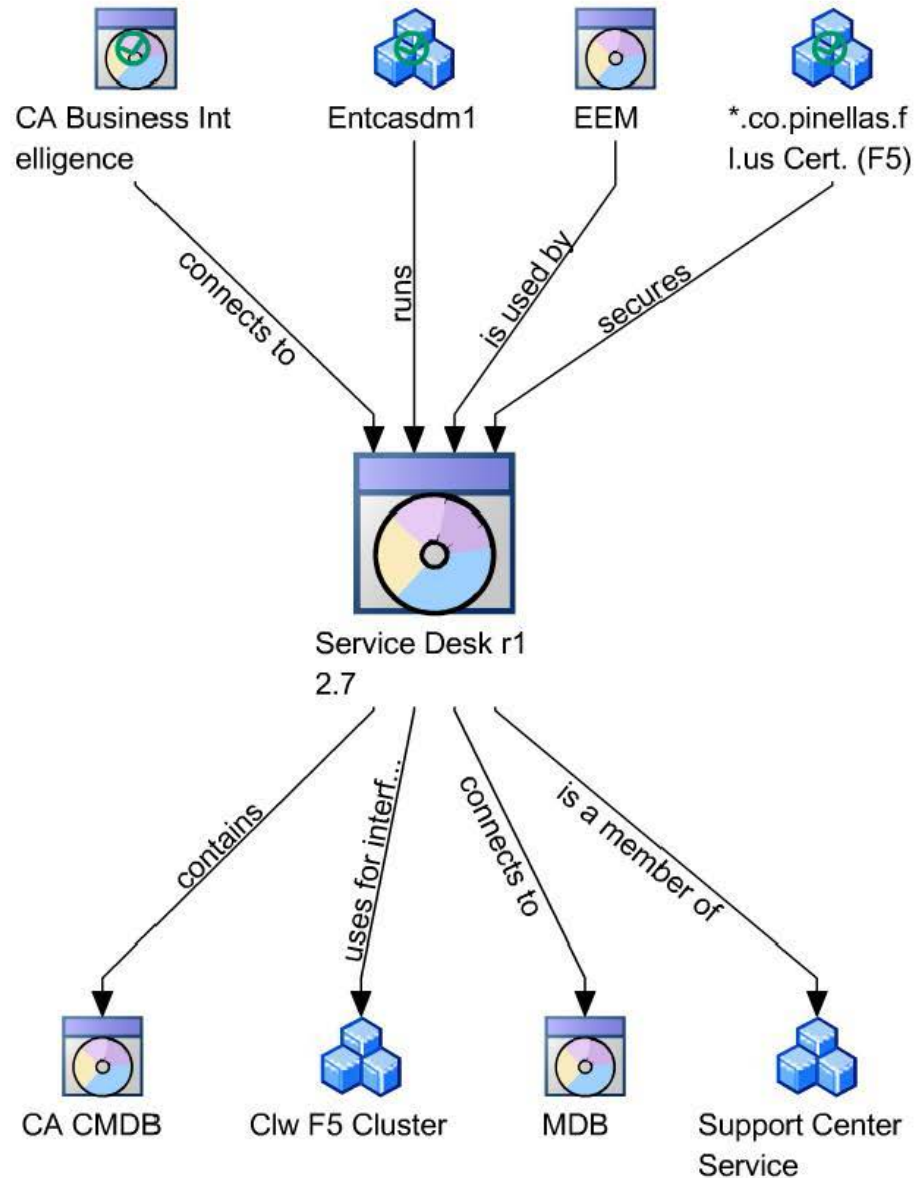
# Configuration Management

- Configuration Management Database (CMDB): Repository of information related to the components of Information Systems.
- Records referred to as Configuration Items (CI):
  - Currently over 13,000 CIs
  - 1,300 + Servers (Physical/Virtual)
  - 1,400 + Network Devices
  - 693 Applications / 296 Databases
  - 5,000 + Workstations (Desktops/Laptops)
- A key goal is to help understand the relationships between these components and their configurations.
- Can be integrated with other systems such as an Asset Management system.

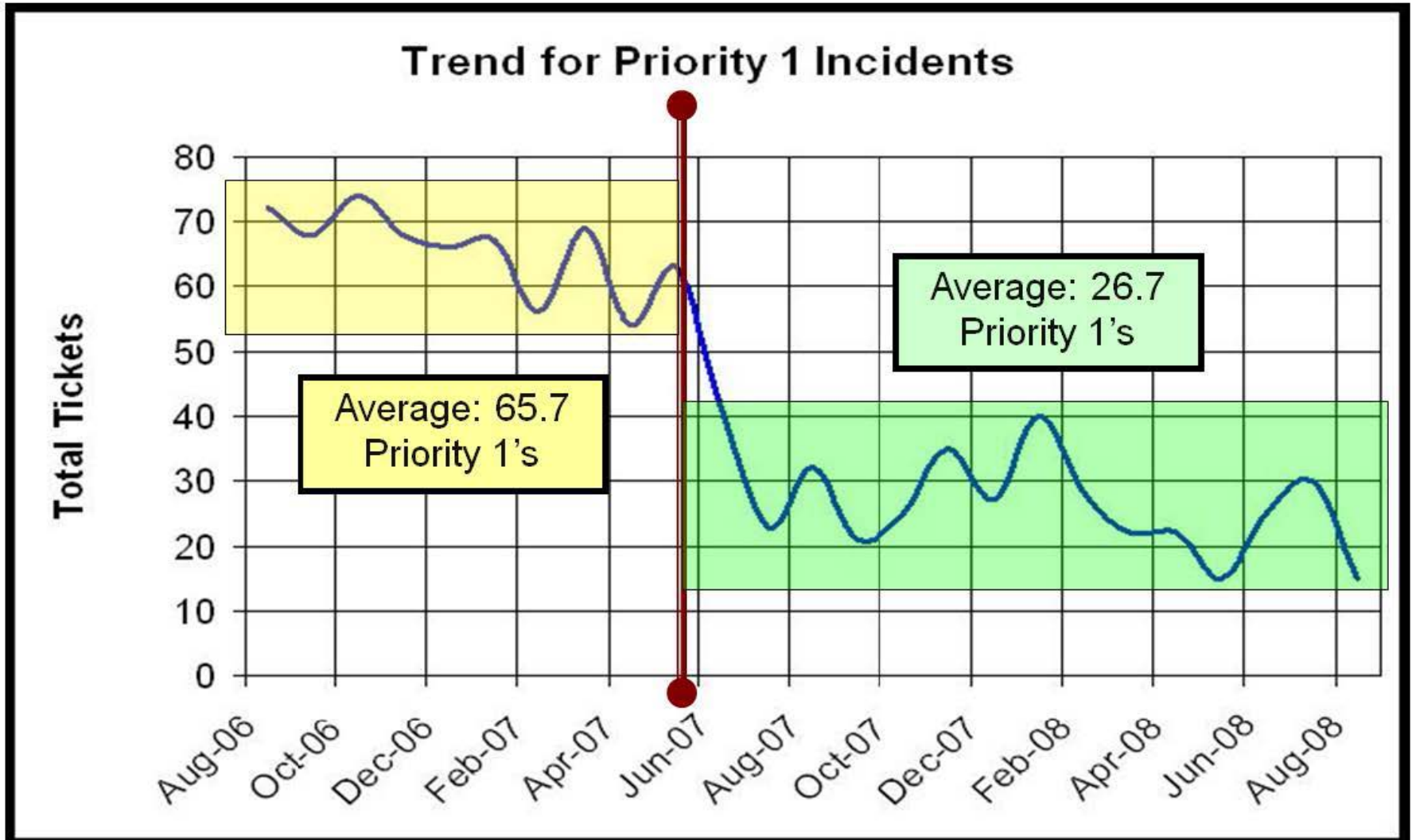
# Configuration Management Value: Public Safety Complex Moves

- Identified the applications that would be affected by the Data Center Move.
- CMDB data verification:
  - Reviewed data with Managers, Architects and Subject Matter Experts (SME)
  - Updated Records as required
- Relationships to the various IT components related to the applications and interfaces.
- Configuration Items (CI) integrates with Change, Incident and Problem Management to minimize customer impact.

# CMDB Relationships



# Service Management: Early Years



# More Recent Measures

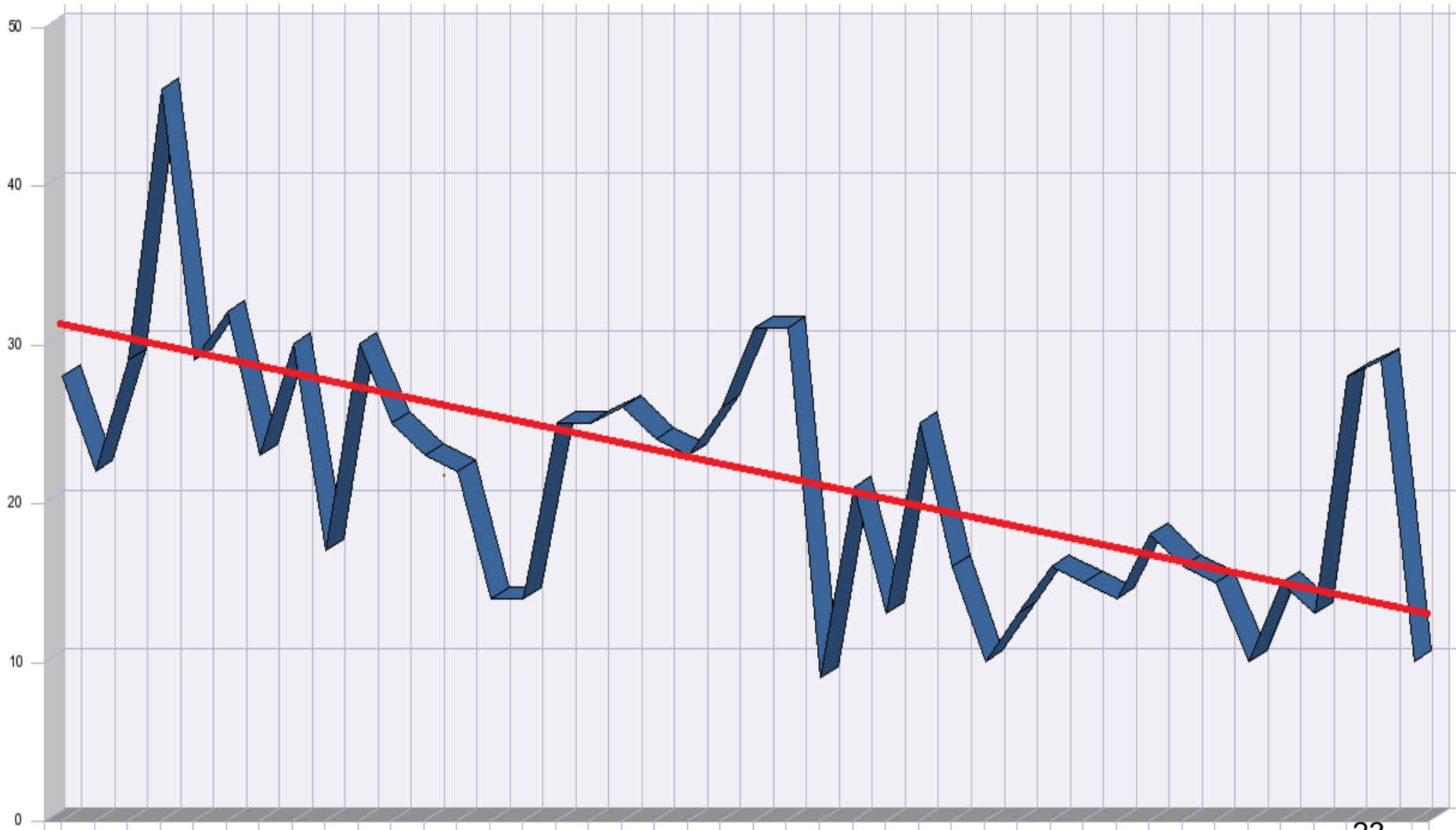
FY14: 12,134 Incidents

FY15: 5,961 Incidents  
138 Priority 1 Incidents  
< 17 Per Month

May 2015: 10 Priority 1 Incidents  
Mean Time To Resolve (MTTR): 40 minutes

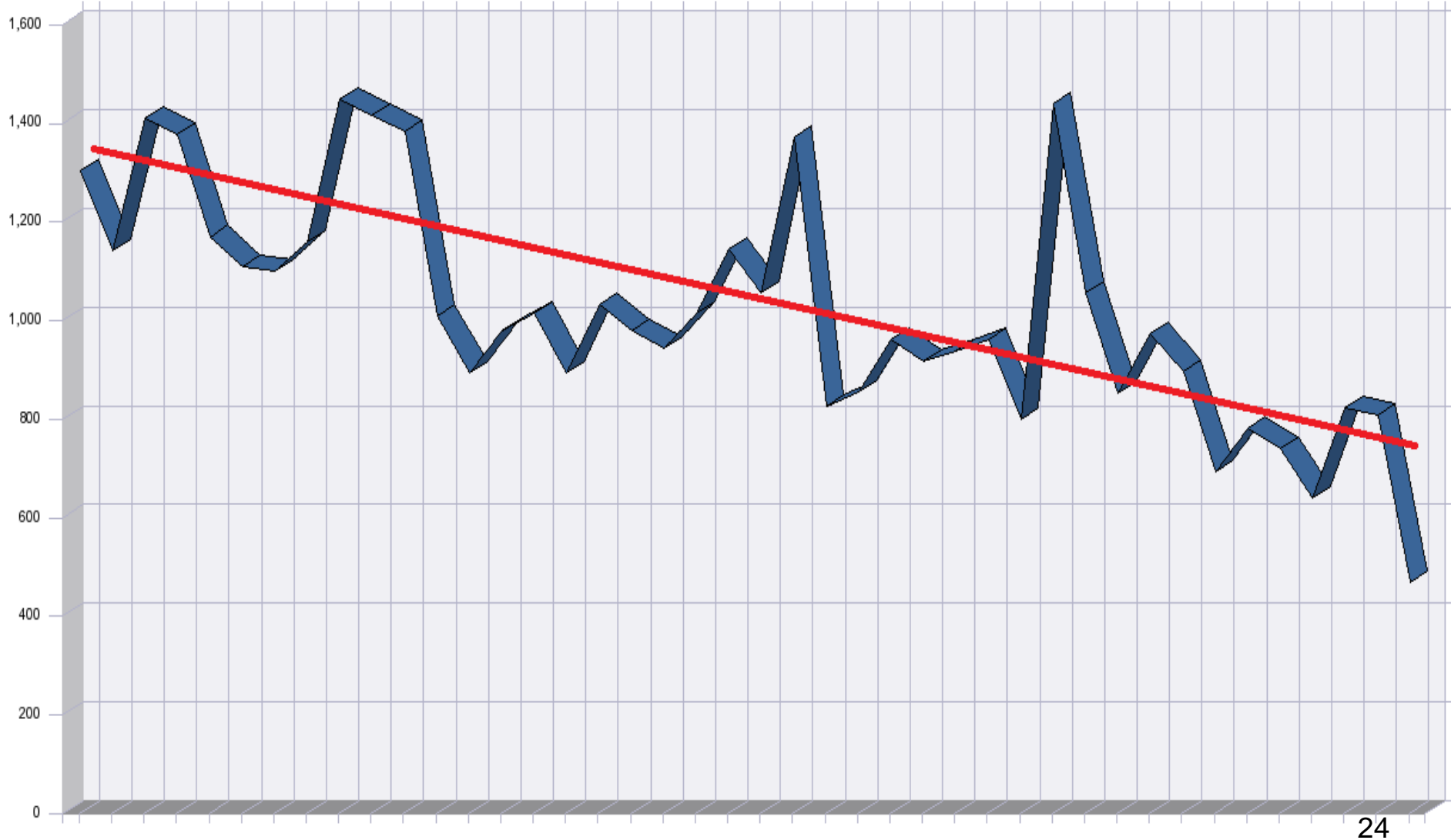
# Priority 1 Incidents

## 12/1/2011 – 5/31/2015



# All Incidents

## 12/1/2011 – 5/31/2015





# Incident/Problem Management Value: Public Safety Complex Moves

- The ability to detect and resolve incidents quickly.
- The ability to align IT activity to real time business priorities.
- The ability to identify potential improvements to services.
- The ability to reduce unplanned labor and costs for both the business and IT support staff.
- Opportunity to identify additional services or training requirements found in IT or the business.



# Questions

**Thank you for your continuing support!**