

Largo, Florida, April 21, 2016

The Pinellas County Business Technology Services (BTS) Board met in regular session on this date at the Public Safety Complex (PSC), Training Room 161, 10750 Ulmerton Road, Largo, Florida, with the following members present:

Kenneth T. Welch, County Commissioner, Chairman
Pam Dubov, Property Appraiser, Vice-Chairman (Late Arrival)
John Boscarino, Representing Diane Nelson, Tax Collector
Deborah B. Clark, Supervisor of Elections (Late Arrival)
Bob Dillinger, Public Defender
Bob Gualtieri, Sheriff
Charlie Justice, County Commissioner
Bernie McCabe, State Attorney
Deborah Mells, Representing Ken Burke, Clerk of the Circuit Court
and Comptroller
Chief Judge Anthony Rondolino, Sixth Judicial Circuit (Late Arrival)
Karen Williams Seel, County Commissioner

Not Present

Ken Burke, Clerk of the Circuit Court and Comptroller
Diane Nelson, Tax Collector

Also Present

Martin Rose, Chief Information Officer, BTS
Don S. Crowell, Managing Assistant County Attorney
Other Interested Individuals
Michael P. Schmidt, Board Reporter, Deputy Clerk
(Minutes by Helen Groves)

AGENDA

1. Call to Order (Chairman)
2. Designation of Voting Proxies (Chairman)
3. Approval of Meeting Minutes - December 10, 2015 Board Meeting (Chairman)

Discussion Items

4. BTS Fiscal Year 2017 Strategy and Budget Presentation (Martin Rose)
5. Walking Tour of the Public Safety Complex (Lynda Morrill)
6. Adjournment (Chairman)

CALL TO ORDER

Chairman Welch called the meeting to order at 2:02 P.M. He announced that although it is shown on the agenda as a discussion item, the Board would be voting on the Fiscal Year 2017 Budget.

DESIGNATION OF VOTING PROXIES

Chairman Welch noted the two individuals in attendance representing the absent members.

DECEMBER 10, 2015 MEETING MINUTES - APPROVED

Upon presentation by Chairman Welch, Commissioner Justice moved, seconded by Commissioner Seel and carried unanimously, that the minutes of the meeting of December 10, 2015 be approved.

CHAIRMAN'S UPDATE ON BUSINESS CONTINUITY PLAN

Deviating from the agenda and referencing the Business Continuity Plan considered at the BTS workshop in March, Chairman Welch, with input by Mr. Rose, discussed the need for BTS to have a secure space for the servers and 25 staff members. He indicated that the BTS Board members had understood that the precarious matter of BTS operating out of the basement at the Clearwater campus had been solved when the Public Safety Complex was built. He related that he has discussed the matter with County Administrator Mark Woodard and has been informed that space for the BTS hardware was in the campus plan and is available, but space for staff was not; and that the Sheriff has indicated that he does not have space that he can free up.

Mr. McCabe indicated that while it may not have been in the final blueprint, he distinctly remembers that part of the concept plan presentation was for the BTS Department to be co-located at the Public Safety Complex campus.

Sheriff Gualtieri stated that there is not space to accommodate the BTS Department at the campus; and that while it might have been discussed in some high-level meetings such as this one, he never contemplated housing it there nor did anyone involved with the actual space allocations, designs, or operational discussions.

Assistant County Administrator Paul Sacco stated that he has researched the problem, and found that during the preliminary discussions, there had been some talk about BTS moving to the campus, but Mr. Rose's predecessor had agreed to drop the plan to relocate the staff. He indicated that he

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has met with Mr. Rose to discuss his request, and will determine what can and cannot be done. Discussion ensued, and responding to a suggestion by Commissioner Seel, Mr. Sacco stated that the Emergency Response Building at Public Works could not accommodate 20 or 25 BTS staff members during a disaster as it would be bursting at the seams with First Responders.

Mr. Rose indicated that it would be more effective to have a permanent, hardened space to operate recovery services and a Command Center in case of an emergency or a disaster; and that Pinellas County is very event-oriented, weather wise, and for the good of the county, he is making the Board and County government aware of the situation. In response to query by Commissioner Seel, he related that for security purposes, BTS has one person at the campus watching the Data Center and there is room for another seven or eight people; and that the Operations Centers are the heart and soul of monitoring the systems and it would be difficult to pick them up, move them, and operate from a tent.

Thereupon, following confirmation by Mr. Sacco that the Public Safety Complex could be expanded or space could be made available on the campus for a standalone facility, Chairman Welch requested that Mr. Rose prepare a business case for moving the BTS Department to the campus on a permanent basis.

BTS FISCAL YEAR 2017 STRATEGY AND BUDGET PRESENTATION

Mr. Rose conducted a PowerPoint presentation titled *FY17 BTS Strategy and Budget, April 21, 2016*, which has been filed and made a part of the record, and provided an overview of the technology industry, noting that technology is drastically changing today's world.

STRATEGIC OVERVIEW

Mr. Rose indicated that BTS has five strategic goals: customer service, governance, service delivery, talent, and finance, and its guiding principles are:

- Enhance business value
- Solution and cost optimization
- Promote “one county” partnerships
- Simplify and reduce costs
- Security leadership
- Commercial off-the-shelf products over custom development

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Mr. Rose displayed the One Page BTS Strategic Plan, noting that the format has become an industry standard, and indicated that a one page plan will be created for each of the agencies represented on the BTS Board, with the exception of the State Attorney and Public Defender, which will be combined; whereupon, he discussed the Bi-Modal IT technology model, and the Bi-Modal Data Center concept.

During the presentation, Mr. Rose, with input by the BTS staff, answered queries by the members, including:

- The Public Safety Complex is in Phase 2, which includes moving all the servers in the Courthouse basement to the facility. There is room at the complex for all the servers, and it is anticipated they will be moved by July, including Opus and Odyssey, with the exception of a few that will stay until big projects such as Enterprise Asset Management (EAM) are complete. There will be some downtime with the Odyssey move, and staff will be working with the stakeholders.
- All the 2016 Decision Package funds will be spent by September 30 except for EAM.

TACTICAL OVERVIEW

Referring to the PowerPoint presentation, Mr. Rose provided a brief overview of various charts, as follows:

- Major Supported Systems
- BTS Executive Scorecard
- Physical and Virtual Server Growth
- Storage Growth
- BTS Work Effort Pipeline
- BTS Organizational Chart
- Percentage of insourced versus contracted IT staff for State and Local Government

Noting the many challenges faced by the department, Mr. Rose reviewed resource planning initiatives to be undertaken during the coming fiscal year; whereupon, he provided a list of Fiscal Year 2016 BTS Decision Package items, noting their completion status.

FISCAL YEAR 2017 BTS BUDGET

Mr. Rose discussed the 2017 BTS budget, indicating that the base target set by the Office of Management and Budget (OMB) is \$31,676,951, including intergovernmental charges; and that BTS is requesting \$33,350,840, about 5.28 percent over the target. He indicated that labor accounts for 44 percent of the budget, or \$18,318,010; operating expenses for about 36 percent, or \$15,032,830; BTS capital improvement projects for \$3,363,470, or eight percent; and other projects for \$4,772,990, or 12 percent; whereupon, he reviewed the breakout of the projects.

Referring to the labor summary on Page 27 of the presentation, Mr. Rose indicated that six percent of the 2016 budget is used for contractors, but the 2017 budget does not include a line item for contractors; that engaging contractors harms the full-time employment positions; and that he is transitioning to a permanent staff, as the department is not operating efficiently. He related that the contractor dollars have been removed from Personal Services and a “bucket” created for Contractor Services, which is in addition to the budget.

Mr. Rose provided the following reconciliation of the 5.28 percent OMB budget target variance:

- Personal Services Increase
Implemented promotional increases budgeted in Operating Budget Fiscal Year 2016, reflected now in Personal Services, and budgeted promotional opportunities for Fiscal Year 2017.
- BTS Department Operating Budget Increase
Contractual Services to accommodate new Industry Standard staffing model for recurring high-cost, high-demand skill sets and short-term technology needs.
- Enterprise License & Maintenance Increase
Fiscal Year 2016 Decision Package systems maintenance, BCC Strategic Fund systems maintenance, Adjusted CIP Growth, streamline State Centranet telecom payables for County customers, and anticipated increases to approved agreements and renewals over applied 2.3 percent standard targeted increase.

FISCAL YEAR 2017 BTS BUDGET DECISION PACKAGES

Mr. Rose presented the 2017 Decision Package items, as outlined in the PowerPoint presentation.

Business Continuity Management - BTS Board Initiative (Page 33)

One-time Capital Investment Plan, \$1,431,890; Future Year Impact (Recurring), \$215,130

In response to query by the Chairman, Mr. Rose indicated that the proposed project at the Emergency Response Building at Public Works would, in the event of an emergency or a disaster,

support BTS interfaces; that this would be a one-time Capital Investment Plan, as the future lies in the Cloud; and that if the funding is received, the project could probably be completed within a year.

Enterprise Asset Management - BCC Business Project (Page 34)
Estimated Project Budget - \$16,930,270 (See Chart for 5-Plus Year Annual Impact)

In response to queries by Commissioner Seel and Ms. Dubov, Program Sponsor Jim Fletcher and Mr. Sacco indicated that the original estimate for the project was \$7.8 million; that the estimated cost is now \$16,930,270; that the County is getting what it paid for and setting the table for a generational shift in how asset management is handled in the future; that the figures do not include the possibility of having to beef up the Enterprise Geographic Information System (EGIS) in support of Enterprise Asset Management; and that the timeframe is to bring the item before the Board on June 7, and after the notice-to-proceed is received, it will take about 46 months to complete the project.

Enterprise Service Bus - BTS Infrastructure Initiative (Page 35)
Fiscal Year 2017 One-Time Investment, \$354,000; Future Year Impact (Recurring), \$65,670

Mr. Rose related that the Enterprise Service Bus would build an interpreter code, saving staff the time required to write code for multiple individual interfaces; that it would add value with respect to Enterprise Asset Management; and that he expects the cost could be recouped in a very short period of time.

Clerk Jury System Replacement – CJIS Policy Board Initiative (Page 36)
One-Time Fiscal Year Investment, \$268,080; Future Year Impact (Recurring), \$37,800

Clerk Director of Technology Rakesh Patel provided information about the initiative.

Justice CCMS Enhancements – CJIS Policy Board Initiative (Page 37)
Fiscal Year 2017 One-Time Investment, \$499,500; Future Year Impact (Recurring), \$30,000
Fiscal Year 2018 One-Time Investment, \$368,350 (No Future Year Impact)

Chief Judge Rondolino discussed the ongoing negotiations to bring the cost down while gaining efficiencies in the Tyler Odyssey System for the Justice partners, and Mr. Patel provided input.

BUDGET DISCUSSION

The members expressed concern about moving monies spent for contractors out of the Personal Services budget and into the operating budget.

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Mr. McCabe related that the previous BTS director had represented to the Board that contractors were going to replace some of the full-time employees, but the request today is to preserve the 166 full-time positions plus add contractors, resulting in a net increase in staff; and that the business case has not been made for a staff increase. He agreed with Ms. Dubov that all personnel expenses should remain on the Personal Services side of the budget, and Commissioner Seel, Judge Rondolino, and Chairman Welch concurred; whereupon, Mr. Rose explained why he would prefer to have two separate personnel budget accounts.

Sheriff Gualtieri recommended that a certain amount of money be budgeted to BTS for staff, with Mr. Rose to decide whether it is used for full time employees or for contractors. In response to query by Mr. McCabe, Mr. Rose confirmed that he is asking to keep the allotted salary dollars and get an additional \$900,000 to use for contractors. BTS Finance and Administration Manager Gregory Carro provided input, and discussion ensued wherein Ms. Dubov indicated that the request appears to be a case of wanting to “have your cake and eat it too.”

In response to query by Ms. Dubov, Principal Enterprise Architect Jeff Rohrs explained how the \$354,000 Enterprise Service Bus initiative would produce the anticipated results. In response to Ms. Clark’s statement that the \$354,000 cost savings should be reflected somewhere in the budget, Mr. Rohrs explained that it is assumed that it would save labor costs in the future. In response to query by Mr. McCabe, Mr. Rose agreed that the initiative could be eliminated from the 2017 budget without ill effect; whereupon, Mr. Rohrs explained why he would prefer it remain.

Thereupon, Mr. McCabe moved that the Decision Packages and the base budget be approved, with the \$354,000 Enterprise Service Bus initiative removed. In response to the concerns of Ms. Dubov about not funding the initiative, Mr. McCabe suggested that in order to meet the budget target and retain the initiative, \$300,000 could be taken from the contractor pool instead; whereupon, Ms. Dubov suggested that the \$354,000 should be funded by the County, not BTS, and Mr. McCabe disagreed. Chairman Welch suggested that the budget would probably be cut by the Board of County Commissioners anyway, as it is \$4.1 million over target, and discussion ensued regarding the importance of funding the Enterprise Service Bus initiative versus retaining the full-time employee positions.

Thereupon, modifying his motion, Mr. McCabe moved, seconded by Commissioner Seel and carried unanimously, that the Decision Packages and the base budget be approved, less \$354,000 to be subtracted from the \$900,000 pool for contractors.

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WALKING TOUR OF THE PSC

Commissioner Welch indicated that after the meeting is adjourned, the members can decide individually whether they wish to take the tour; whereupon, referencing the Sunshine Law, Attorney Crowell advised that the members not discuss any matter that may come before the Board.

ADJOURNMENT

The meeting was adjourned at 3:56 P.M.