

Clearwater, Florida  
September 15, 2016

The Pinellas County Business Technology Services (BTS) Board met in regular session at 2:02 P.M. on this date in the Pinellas County Justice Center, Third Floor Judicial Conference Room, 14250 49th Street North, Clearwater, Florida, with the following members present:

Kenneth T. Welch, County Commissioner, Chairman  
Pam Dubov, Property Appraiser, Vice-Chairman  
Ken Burke, Clerk of the Circuit Court and Comptroller  
Bob Dillinger, Public Defender  
Mark Gillette, representing Deborah B. Clark, Supervisor of Elections  
(Non-Voting)  
Charlie Justice, County Commissioner  
Jason Malpass, representing Bob Gualtieri, Sheriff (Non-Voting)  
Bernie McCabe, State Attorney  
Rob Price, representing Diane Nelson, Tax Collector (Non-Voting)  
Chief Judge Anthony Rondolino, Sixth Judicial Circuit  
Karen Williams Seel, County Commissioner

Not Present

Deborah B. Clark, Supervisor of Elections  
Bob Gualtieri, Sheriff  
Diane Nelson, Tax Collector

Also Present

Don S. Crowell, Managing Assistant County Attorney  
Martin Rose, Chief Information Officer, BTS  
Belinda Huggins, Finance and Administration Director, BTS  
Lynda Morrill, Manager Project Governance, BTS  
Tonya Rainwater, Business Projects Program Manager, BTS  
Greg Carro, Finance and Administration Manager, BTS  
Jeff Rohrs, Principal Enterprise Architect, BTS  
Rakesh Patel, Director, Clerk's Technology  
Other interested individuals  
Christopher Bartlett, Deputy Clerk, Board Reporter

AGENDA

1. Call to Order (Chair, Commissioner Welch)
2. Designation of Voting Proxies (Chair, Commissioner Welch)

3. Approval of Meeting Minutes (Chair, Commissioner Welch)  
BTS Board Meeting – April 21, 2016
4. Texting and Public Records (Don Crowell, County Attorney)
5. Awards and BTS Insider Newsletter (Marty Rose)
6. Budget Update (Marty Rose)
7. New Work Pipeline and Projects (Lynda Morrill)
8. Criminal Justice Center Technology (Tonya Rainwater)
9. CLA<sup>2</sup>SS Strategy (Marty Rose)
10. Adjournment (Chair, Commissioner Welch)

Copies of all documents referred to in the minutes have been filed and made a part of the record.

### CALL TO ORDER

Chairman Welch called the meeting to order at 2:02 P.M.

### DESIGNATION OF VOTING PROXIES

Chairman Welch noted the three individuals in attendance representing the absent members and indicated that they will not be voting.

### MINUTES OF APRIL 21, 2016 MEETING – APPROVED

Upon presentation by Chairman Welch of the minutes of the BTS meeting of April 21, 2016, Public Defender Dillinger moved, seconded by Commissioner Seel and carried, that the minutes be approved as submitted.

### TEXTING AND PUBLIC RECORDS

Attorney Crowell provided information concerning the nature of public records and indicated that any communication to further public business or perpetuate public knowledge is a public record regardless of its location or form; and that the substance of information in the record determines its retention schedule, and discussion ensued.

Responding to queries by the members, Attorney Crowell noted that the obligation to preserve public records is tasked to the public agency and not the citizens; that the State's retention schedule is about 80 pages long and can be used to reference specific scenarios; and that when receiving public business on a personal account, it may help to immediately forward the message to a government account to ensure the record is retained; whereupon, discussion ensued concerning the retention of records within enterprise applications while meeting the needs of various entities.

Following discussion, Chairman Welch noted that public records retention will be an emerging issue as the County moves forward with technology changes.

#### AWARDS AND BTS INSIDER NEWSLETTER

Mr. Rose noted that Pinellas County recently received the 2016 Enterprise GIS Award from software technology company ESRI, for the County's innovative use of online GIS mapping technology; and that the Board of County Commissioners (BCC) received the award at an earlier meeting.

Mr. Rose indicated that the County has also received the Tech Savvy County Award for the third year in a row which recognizes the County's technology, governance processes, and creative thinking; and that as a result of employee surveys and feedback, a *BTS Insider* newsletter has been created as a new method of communication within the department and could be provided to the members; whereupon, Chairman Welch concurred and noted that BTS Board members should be given access to the newsletter as it is published.

#### BUDGET UPDATE

Mr. Rose conducted a PowerPoint presentation and provided a budget summary update for Fiscal Year 2017. He related that the base budget request presented in April was \$32,648,830, approximately \$110,000 over the target amount; and that projects in the amount of \$8,717,840 brought the total request to \$41,366,670; whereupon, he reviewed adjustments made to the request as of yesterday, including a reduction related to the initial request for contractors and a \$950,000 increase in the Capital Improvement Program (CIP).

Responding to queries by the members, Mr. Rose indicated that the CIP increase is to install fiber to the St. Pete-Clearwater International Airport; whereupon, Mr. Carro stated that the project is 100-percent customer funded; and that the project is separate from the decision packages presented earlier in the budget process, and discussion ensued concerning the requested decision packages.

Responding to queries by the members, Mr. Rose noted that the Enterprise Asset Management (EAM) support project, the Justice enhancements, and the Jury System are included in the tentative budget; that the Enterprise Service Bus and Business Continuity Management/Disaster Recovery (BCM/DR) projects are not yet funded; and that discussions are ongoing with the County concerning a more cloud-centric disaster recovery solution.

Mr. Rose related that the proposed budget for the EAM five-year project initially requested about \$68,000 for the first year; that subsequently more need was identified; that the first-year request has increased to \$475,000; and that the ESB will be rolled into the project in year two. Responding to query by Chairman Welch, Assistant County Administrator Paul Sacco stated that approximately \$1 million remains in the Fiscal Year 2016 budget for the project; and that the funds would be available for use in Fiscal Year 2017; whereupon, Mr. Rose discussed the Justice and BCM/DR projects and identified many of the related stakeholders.

Referring to the presentation, Mr. Rose discussed options for hosting the anticipated BCM/DR infrastructure, and indicated that the County could choose to host the system either locally or in the cloud; and that utilizing the cloud through Amazon Web Services has many advantages that would allow greater flexibility during a declared disaster, and discussion ensued.

#### NEW WORK PIPELINE AND PROJECTS

Ms. Morrill conducted a PowerPoint presentation and related that the pipeline is a repository for tracking work efforts that require more than 40 hours of work to be completed; that a flow chart is used to prioritize each stage of a project and deliver it to the proper department; and that reports are created monthly and used to communicate with each customer a transparent view into the related work efforts for the project; whereupon, she provided information on the separate work queues and how they are matched to specific projects to correctly prioritize the work.

In response to queries by the members, Ms. Morrill indicated that the pipeline is used for any agency project in BTS; that it was introduced earlier this year and not all projects have been initialized in the pipeline but will be soon; and that she will follow up with those projects to ensure that the agencies are getting updates going forward. She provided a list of the top 20 projects that are currently in the pipeline and noted that the list changes frequently as projects can be delayed or cancelled, or for when priorities change.

Discussion ensued concerning how the projects are prioritized and how specific ones may be determined mandatory as a result of State or local mandates and other means. Responding to comments by the members, Ms. Morrill related that the monthly reports are available on a closed

SharePoint site to maintain data integrity; that the goal is to create a tool to share the data more easily; and that the possibility of view-only access in SharePoint will be explored.

Mr. Burke related that a 15-month-old CJIS project was authorized in coordination with BTS; and that it is unknown whether the project has continued to move forward. He stated that some type of alert or milestone earlier in the process is needed to properly inform the customer. In response, Ms. Morrill agreed and noted that the point of getting the work into the pipeline and creating the reports is so that customers are informed throughout the process before any delays happen, and discussion ensued.

Referring to the presentation, Ms. Morrill indicated that the migration of the OPUS and Justice systems to the Public Safety Complex (PSC) have been completed; and that the staffs of each department worked together with BTS to ensure the moves were successful; whereupon, she thanked everyone in the room for their part in the migration. She provided a list of the remaining applications that should migrate by December 2016, and noted that Business Intelligence, CHEDAS Accounting, and Public Records including attorney email and Clerk imaging reports, will be the next applications to migrate; and that all three are scheduled for migration to the PSC in October.

In response to queries by Chairman Welch, Ms. Morrill related that both the Property Appraiser and the Tax Collector have yet to decide whether to migrate their systems to the PSC; that they have hardware in the Data Center that has not reached end-of-life; that the Data Center is located in the basement of the Courthouse building; and that the possibility of flooding at the location remains a concern.

Ms. Dubov noted that her office maintains a replicated system at a separate location which would remain intact should the Data Center be compromised; and that migrating to the PSC would involve a change in how her office controls and manages its resources.

Responding to queries by Mr. Burke, Ms. Morrill indicated that the Jury system will be replaced by a new application; that the existing system will be decommissioned rather than migrated; and that she will work with his staff on any remaining concerns.

#### CRIMINAL JUSTICE CENTER TECHNOLOGY

Ms. Rainwater conducted a PowerPoint presentation and provided lists of the major stakeholders and the interfaces and applications that interact with the Odyssey Consolidated Case Management System. She noted that the stakeholders are currently testing the 2014 version of Odyssey; that it

requires the development of web-based document queues, which is ongoing; that the additional enhancements should allow the Case 360 application to be retired; and that the project is dependent on Tyler Technologies producing fixes for the release.

Deviating from the presentation, Mr. Rose noted that Tyler recently held its Court and Justice Executive Forum; and that a related handout has been provided to the members; whereupon, he invited Ms. Huggins to comment as one of the County's representatives who attended the forum.

Ms. Huggins provided an overview of the forum and noted that Tyler will reorganize from a traditional support model to intelligent swarm support; that this will allow future issues to be immediately routed to the resource most likely to solve the issue; and that a preview of the 2016 version of Odyssey showed enhanced functionality that will be well received by the County.

In response to queries by the members, Ms. Huggins stated that the County currently uses the 2013 version and is testing the 2014 version; and that the 2016 version is still in beta and will not be adopted anytime soon.

Discussion ensued concerning statutory changes and the extent of Tyler's responsibility for implementing software changes in order to meet the new requirements. Responding to comments by the members, Mr. Rose indicated his understanding that once a mandate was received, Tyler would provide a workaround for the current version; that the change would then be incorporated into the next release; and that Attorney Crowell may need to review the contract. Ms. Rainwater related that Tyler has a definition in the contract for when a workaround is reasonable which considers the level of work interruption, and discussion continued.

Returning to the presentation, Ms. Rainwater reviewed the various Justice Complex services and noted that the services are housed at the Public Safety Complex; and that redundancies and backups for the services are in place. She indicated that nine of the ten enhancements listed in the budget are scheduled for Fiscal Year 2017; that the new Jury Management System from Tyler will leverage the existing investment in Odyssey; and that new construction for the Bayside Clinic and the jail expansion will use the new County standard for Category 6A network cabling.

Ms. Rainwater stated that the proposed Enterprise Interactive Voice Recognition (IVR) System will integrate with the current voice system and related servers; and in response to queries by the members, that the acquisition is still being reviewed by the purchasing and legal departments; that the configuration is expected to take three months; and that all agencies will have access to the system.

Mr. Rohrs related that the IVR system will work with the existing call distribution system to provide back-end programming for services such as credit card payments, child support balances, bill payments, and other information that can be returned based upon user input; and that demand for these types of services has outgrown the current system which has reached its end-of-life, and discussion ensued.

### CLA<sup>2</sup>SS STRATEGY

Mr. Rose conducted a PowerPoint presentation and provided an introduction and overview of the CLA<sup>2</sup>SS Strategy and indicated that it is designed to use cloud computing for agile project management; that applications will become more mobile and could be delivered from a central repository making them easier to roll-out and support; and that the strategy will focus on the flexibility of adding more self-service tasks available to the workforce.

Responding to queries by the members, Mr. Rose noted that using biometrics instead of passwords will depend on the application; whereupon, Mr. Rohrs stated that there is a general shift in the industry away from passwords; and that second factor authenticators and biometrics use is increasing.

### ADJOURNMENT

Attorney Crowell introduced Senior Assistant County Attorney Jason Ester and stated that Attorney Ester will be replacing him for the BTS Board; whereupon, discussion ensued concerning whether the BTS attorney should also be assigned to work with the CJIS Board due to the ongoing relationship between the two boards.

Following the discussion, Chairman Welch stated that the BTS Board would prefer to have the attorney attend meetings for both boards; that an amendment to the Interlocal Agreement could be drafted and discussed at a future meeting; and that he would write a letter on behalf of the Board requesting the County Attorney's Office to additionally support the CJIS Board.

The meeting was adjourned at 3:34 P.M.