

Clearwater, Florida, November 17, 2016

The Pinellas County Business Technology Services (BTS) Board met in regular session at 2:01 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
Marc Gillette, Representing Deborah B. Clark, Supervisor of Elections (Voting)
Bob Dillinger, Public Defender
Charlie Justice, County Commissioner
Bernie McCabe, State Attorney
Jason Malpass, Representing Bob Gualtieri, Sheriff (Non-Voting)
Deborah Mells, Representing Ken Burke, Clerk of the Circuit Court and
Comptroller (Non-Voting)
Diane Nelson, Tax Collector
Chief Judge Anthony Rondolino, Sixth Judicial Circuit

Not Present

Ken Burke, Clerk of the Circuit Court and Comptroller
Deborah B. Clark, Supervisor of Elections
Bob Gualtieri, Sheriff
Karen Williams Seel, County Commissioner

Also Present

Martin Rose, Chief Information Officer, BTS
Jeff Rohrs, Principal Enterprise Architect, BTS
Jason Ester, Senior Assistant County Attorney
Other interested individuals
Michael P. Schmidt, Board Reporter, Deputy Clerk

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 – September 15, 2016

Discussion Items

4. Selection of Chairperson and Vice-Chairperson
5. Gartner Symposium – Marty Rose and Jeff Rohrs
6. OPUS Project – Marty Rose

7. Recognition of Board Service Awards – Marty Rose
 - Pam Dubov, Property Appraiser
 - Diane Nelson, Tax Collector
8. Adjournment – Chair, Commissioner Welch

CALL TO ORDER

Chairman Welch called the meeting to order at 2:01 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Welch noted the three individuals in attendance representing the absent members; whereupon, Mr. Gillette indicated that he will be voting on behalf of Supervisor of Elections Deborah B. Clark.

MINUTES OF SEPTEMBER 15, 2016 MEETING – APPROVED

Upon presentation by Chairman Welch, Mr. McCabe moved, seconded by Ms. Nelson and carried unanimously, that the minutes of the meeting of September 15, 2016 be approved.

SELECTION OF CHAIRPERSON AND VICE-CHAIRPERSON

Mr. McCabe moved, seconded by Commissioner Justice and carried unanimously, that Commissioner Welch be reappointed as Chairman of the BTS Board for 2017; whereupon, Ms. Nelson moved, seconded by Mr. Dillinger and carried unanimously, that Mr. McCabe be selected as Vice-Chairman.

Chairman Welch expressed appreciation for being reappointed, indicating that while he looks forward to the coming year, a new Chairman should be selected when the 2018 nominations occur.

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Deviating from the agenda, Chairman Welch noted that the Recognition of Board Service Awards will take place at this time.

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RECOGNITION OF BOARD SERVICE AWARDS

Chairman Welch announced the retirements of Property Appraiser Pam Dubov and Tax Collector Diane Nelson, acknowledged their years of service and commitment to the citizens of Pinellas County, and expressed appreciation for their hard work and leadership on the BTS Board, and Mr. Rose provided input.

GARTNER SYMPOSIUM

Mr. Rose related that he and Mr. Rohrs will be conducting a PowerPoint presentation titled *Pinellas County Business Technology Services*, which has been filed and made a part of the record.

Gartner Symposium/IT^{XPO} 2016

Mr. Rose conducted the Gartner Symposium/IT^{XPO} 2016 portion of the presentation and discussed the following:

What is the Gartner Symposium?

CIO Survey Results

- Who are the Leaders of Digital Change?
- Top Performing Organizations
- Top Performers Invest In
- Key Technologies Deliver Change

Building the Digital Platform

Intelligence Anywhere and Everywhere; User Experience

BI-Modal Mindset; BI-Modal IT Action List

Using Cloud Services; Cloud Growth; Cloud Best Practices; A Hybrid World

Big Business Intelligence versus Self-Service BI

Keynote Speakers

Throughout the presentation, Messrs. Rose and Rohrs responded to queries by the members, as follows:

What is the function of a chatbot? (*Welch*)

- When using the chat feature of a website, an individual could actually be interacting with a computer program capable of simulating human conversation, a chatbot, rather than a human being.

Please explain BI-Modal IT. (*Dillinger*)

- BI-Modal IT involves two modes under which BTS operates. Mode 1 includes reliability, consistency, expertise, best practices, and business as usual; projects are large systems that can take years to deploy. Mode 2 incorporates agility, ambiguity, creativity, innovation, and experimentation; projects move forward in weeks and months.

Since only eight percent of the top performers are investing in Enterprise Resource Planning, what does that mean regarding the investment Pinellas County has made? (*Welch*)

- Chief Information Officers are looking at ERP systems differently than four or five years ago and are saying that companies and organizations have already made the investment.

Can the Pinellas County website be accessed through a mobile application? When will the next refresh of the website occur? (*Welch*)

- At the present time, the website is not mobile ready. Options are currently being explored regarding reworking/redesigning the website and potentially moving to the cloud; the project is in partnership with all stakeholders, including County Administration and the Communications Department.

In response to comments and queries by Chairman Welch, Mr. Rose presented information relating to “a hybrid world” with regard to cloud and traditional data center models, reporting that since BTS will continue to use BI-Modal Modes 1 and 2, the present investment of the organization is still good, and discussion ensued.

Gartner Predictions

Mr. Rose pointed out that the first slide for the following portion of the presentation reflects Mr. Rohrs’ position title as CTO (Chief Technology Officer); and that CTO is an industry term that accurately reflects the duties of the position; whereupon, he requested approval to revise the title, and no objections were noted. Later in the meeting and following input by Attorney Ester, Mr. Rose related that he would contact the Human Resources Director regarding changing the title.

Thereupon, Mr. Rohrs conducted the Gartner Predictions portion of the presentation and discussed the following:

2017 Strategic Technology Trends

Gartner Predictions – By 2020; More Gartner Predictions

Digital Disruption Scale

Self-Driving Vehicles

Hillsborough Area Regional Transit

Adaptive Security Architecture

What is Appropriate Risk?

Throughout the presentation, Mr. Rohrs responded to queries by the members, as follows:

Did the Gartner Symposium address the growing number of robots displacing human beings in the workplace and the impact that will have on the global workforce in earning money?
(Rondolino)

- An economist from the Massachusetts Institute of Technology discussed the primary and secondary effects related to the displacement of the workforce.
- Later in the meeting, Ms. Dubov discussed the positive and negative aspects of emerging technologies and implications for the future.

Was the issue of automobile ownership discussed? *(Nelson)*

- Yes, especially with regard to Millennials who do not have the same need for car ownership as previous generations. Future transportation possibilities were discussed where people will be transported from Point A to Point B while conducting work in a moving office.

Are autonomous vehicles proceeding without the need for government infrastructure? *(Welch)*

- Vehicles range from those that are driver assisted to those that are fully self-driving. While initially thought that roadways would need infrastructure enhancements, innovations such as LIDAR have overcome that prerequisite.
- Mr. Malpass related that although autonomous vehicles will offer challenges with regard to parking meters and parking garages, they are certain to become omnipresent.
- Later in the meeting, Mr. Rose discussed news articles from across the nation regarding emerging technologies such as autonomous vehicles and drones.

With respect to adaptive security architecture, is the industry giving up on the idea that threats can be blocked? Is technology available that can disable a computer that is attempting to hack into the County system? *(McCabe)*

- While appropriate levels of protection need to be upheld, the focus should be on detection, response, and predictive capabilities. An organization must be able to quickly respond to breaches and incidents.
- Although there may be legal questions with regard to incapacitating an attacker's computer, the technology is available.

In response to comments and queries by Chief Judge Rondolino and Mr. Dillinger, Mr. Rohrs provided information regarding the time and effort needed to break into a computer system, pointing out that in contrast to how hacking is portrayed in the movies, the endeavor can take a considerable amount of time; whereupon, he discussed phishing versus hacking.

OPUS FIVE-YEAR ANNIVERSARY

Mr. Rose conducted the OPUS Five-Year Anniversary presentation and discussed the following:

What is OPUS?

- Oracle Project Unified Solution is an Enterprise Resource Planning solution by Oracle called Oracle E-Business Suite
- Enterprise Resource Planning systems are modularized software solutions
- OPUS uses the various Finance, Procurement, Project Management, Human Resources, Oracle Learning Management, Payroll and Benefits modules
- BTS Board Resolution No. 09-01 – Created the Oracle Business Application Executive Committee (OBAEC) dated May 21, 2009
- BTS Board Resolution No. 11-01 – Created the membership use of OPUS dated April 21, 2011

Who Uses OPUS?

- With the exception of the Sheriff and Tax Collector, everyone uses OPUS for Payroll
- All departments under the Board of County Commissioners and most departments under the Clerk of the Circuit Court use OPUS for day-to-day operations
- Forward Pinellas, Supervisor of Elections, and Property Appraiser use OPUS for Human Resources, Payroll, and Oracle Learning Management
- Tax Collector uses OPUS for Human Resources and Benefits

Following the presentation and in response to query by Mr. Rose, lengthy discussion ensued regarding the role of the Oracle Business Application Executive Committee and whether the group should continue; whereupon, Chairman Welch requested that Mr. Rose assimilate the comments expressed by the members and return with a recommendation regarding the role and mission of OBAEC now that the development stage of the project has ended and the operational stage has begun.

Thereupon, Chairman Welch congratulated Mr. Rose on his three-year anniversary with Pinellas County and Business Technology Services.

ADJOURNMENT

The meeting was adjourned at 3:30 P.M.