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
> Carlo Basta, Representing Bob Dillinger, Public Defender (Non-Voting)
> Janet Long, County Commissioner (late arrival)
> Jason Malpass, Representing Bob Gualtieri, Sheriff (Non-Voting)
> Deborah Mells, Representing Ken Burke, Clerk of the Circuit Court
> and Comptroller (Non-Voting)
> Chief Judge Anthony Rondolino, Sixth Judicial Circuit
> Charles W. Thomas, Tax Collector
> Mike Twitty, Property Appraiser
> David Wise, Representing Deborah B. Clark, Supervisor of Elections
>   (Non-Voting)

> Not Present
> Bernie McCabe, State Attorney, Vice-Chairman
> Ken Burke, Clerk of the Circuit Court and Comptroller
> Deborah B. Clark, Supervisor of Elections
> Bob Dillinger, Public Defender
> Bob Gualtieri, Sheriff
> Karen Williams Seel, County Commissioner

> Also Present
> Martin Rose, Chief Information Officer, BTS
>   Belinda Huggins, Director, Application Services and Support, BTS
>   Lynda Morrill, Manager, Project Governance, BTS
>   Jeff Rohrs, Principal Enterprise Architect, BTS
> Jason Ester, Senior Assistant County Attorney
> Other interested individuals
> Jenny Masinovsky and Tony Fabrizio, Board Reporters, Deputy Clerks

<div align="center">AGENDA</div>

1.   Call to Order – Chair, Commissioner Welch
2.   Designation of Voting Proxies – Chair, Commissioner Welch
3.   Approval of Meeting Minutes – Chair, Commissioner Welch

A PowerPoint presentation titled *Pinellas County Business Technology Services Board Meeting*, consisting of the various presentations referred to in the minutes, has been made a part of the record.

CALL TO ORDER

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

DESIGNATION OF VOTING PROXIES

Chairman Welch noted the four individuals in attendance representing absent members, and all indicated they would not be voting. At his request, the members and representatives introduced themselves.

MINUTES OF NOVEMBER 17, 2016 MEETING – DEFERRED

Noting the absence of a quorum, Chairman Welch directed that the approval of the minutes of the November 17, 2016 meeting be deferred to the next meeting.

WELCOME NEW BOARD MEMBERS

Chairman Welch welcomed Property Appraiser Mike Twitty and Tax Collector Charles W. Thomas and congratulated them on their elections; whereupon, he noted that Commissioners Long and Seel are attending a Tampa Bay Regional Planning Council transit summit. Commissioner Long arrived during the meeting.

CHAIRMAN'S COMMENTS

Chairman Welch distributed an email from County Administrator Mark Woodard to Mr. Rose dated February 15, 2017 and a newspaper article from May 2016, copies of which have been made part of the record, and briefed the Board on concerns that will be discussed at the Board of County Commissioners (BCC) meeting on February 21.

With substantial input by Mr. Rose, Chairman Welch discussed a chain of events that begin with security violations at Tampa International Airport (TIA) and prompted BTS staff to temporarily block contractor access to the County information systems, resulting in a delay in the Fiscal Year 2018 budgeting process.

Chairman Welch and Mr. Rose provided information as follows:

- After the newspaper article identified one of the individuals involved in the TIA issue as a manager who also works for the County as a contractor in support of the Oracle Hyperion system, Chairman Welch asked Mr. Rose to review the County's security protocols and ensure that they were being monitored and understood. Mr. Rose did not find the same login password violations discovered at TIA, but found other violations that made staff rethink the use of contractors, particularly the contractor in question, Gautham Sampath.

- User accounts were shut down temporarily, but because Mr. Sampath's role is integral to several systems that support the OPUS and budgeting systems, staff worked with the Office of Management and Budget (OMB) and security personnel to develop a plan to allow the contractors to engage with the systems during a "knowledge transfer" to two staffers hired to bring the work in-house. Their training period coincides with the budgeting process, requiring the ongoing use of the contractors through about May because the County has a "very customized and non-standard" system.

- In his email to Mr. Rose, Mr. Woodard expressed significant concern about the delay, indicating that the development of the Fiscal Year 2018 budget is at risk, affecting $2 billion and 2,500 employees, and requested immediate corrective action.

- Contributing to the problem, the Human Resources data loading process has not worked properly because of compatibility issues within the Oracle systems, putting that critical task behind schedule, but the contractor is expected to complete the work by early next week.

- User logins have been tracked daily since May for policy compliance and will continue to be tracked through the knowledge transfer period.

Responding to queries by Chairman Welch, Mr. Rose confirmed that the support work is being performed through the County's contract with Mr. Sampath and his wife, and related that BTS Director Tom Fredrick is the lead on the Hyperion System. Mr. Rose, at Chairman Welch's request, agreed to communicate with the OMB and Assistant County Administrator John Bennett and have a report ready for the February 21 BCC meeting.

OMB Director Bill Berger provided input, relating that the budgeting process is three to three-and-one-half weeks behind schedule; that the Human Resources data upload was supposed to have been completed by January 22; and that with it still being unfinished, more than $250,000,000 in personal services appropriations and the 2,000 positions upon which the appropriations are based are all on hold; whereupon, he emphasized that the data upload is a significant dependency to the budget building process and the most difficult component.

Discussion continued later in the meeting, and Mr. Berger stated for the record that the appropriation for Hyperion support from the outset of the OPUS model in 2012 through October 1, 2016 came from the Clerk's Office, and the management of those resources has always resided with BTS; whereupon, Mr. Rose indicated that BTS helped the Clerk's Office facilitate the support of Hyperion, but did not agree with its approach of using contractors as a full-time, solely reportable entity doing the work, adding that as soon as BTS was given the responsibility for the work and additional funding, it hired the two new staffers.

Ms. Mells provided additional historical background information regarding the roles of the Clerk's Office and BTS in providing for Hyperion support and staffing supervision, relating that the model was established when Robert LaSala was the County Administrator; and that it changed when the Clerk's Office, partly to take greater responsibility of its fiduciary role, transferred the two Hyperion support positions to BTS.

Commissioner Long expressed concern about the delay, and discussion ensued regarding the roles and responsibilities of BTS and the Clerk's Office relating to Hyperion support, meeting statutory requirements for budget filing, the competency of the Hyperion contractor, and how many BTS staff members would be needed to maintain Hyperion in the future.

Chairman Welch opined that the contractor is competent, noting that Mr. and Mrs. Sampath have been performing the Hyperion work for several years and that the issue at TIA caused them to be

locked out of the system for some time, but he added that staff should stay vigilant to ensure that there is not a duplication of the "loose security behavior" that occurred at TIA.

2016 METRICS AND KEY ACCOMPLISHMENTS

Mr. Rose thanked the Board for its support and his staff for doing great work last year; whereupon, he conducted a PowerPoint presentation titled *Metrics and Key Accomplishments.* Referring to charts and lists, he discussed the following topics:

- Tickets opened and closed and personal computers deployed at the new Operations Center.

- The BTS Executive Scorecard, providing performance metrics measured under the five goals of Finance, Talent, Service Delivery, Governance, and Customer Service.

- Change Metrics, including Priority 1 incidents, defined as problems that span a large agency or multiple users, which are shown as being driven down significantly over the last four years; the emergency change rate, shown as declining as well; and firewall changes.

- Key Partner Accomplishments, including:
  - ✓ Election support
  - ✓ Public Safety Complex Data Center migration
  - ✓ BCC Enterprise Asset Management project funded
  - ✓ Justice E-Filing System completed
  - ✓ Disaster Recovery and Business Continuity Plan completed
  - ✓ Public Works and OMB Oracle Project Management Module installed
  - ✓ Health Services Bayside Health Clinic built (technology)
  - ✓ Justice Odyssey enhancements
  - ✓ BCC Granicus Agenda Automation implemented
  - ✓ Enterprise Geographic Information System (EGIS) Release 2016 (16 work items completed)
  - ✓ County Attorney ProLaw implemented
  - ✓ Animal Services PetPoint installed
  - ✓ St. Pete-Clearwater International Airport (PIE) cell phone lot connectivity
  - ✓ Utilities Supervisory Control and Data Acquisition (SCADA) infrastructure redesigned
  - ✓ PIE new fiber infrastructure designed
  - ✓ Parks Metro-E installed
  - ✓ Security Awareness training and testing
  - ✓ Human Resources, Consolidated Justice Information System, and Utilities SCADA security audits
  - ✓ Clerk Offender Based Tracking Systems 2014 implemented
  - ✓ Courts Judicial Automated Workflow System implemented
  - ✓ Justice Citations Automation implemented
  - ✓ Development Review Services Q-Matic System implemented
  - ✓ Justice Consolidated Case Management System project closure
  - ✓ Clerk Comprehensive Case Information System 3.0 deployed
  - ✓ BCC funeral home billing module

- ✓ Construction Licensing Board Cash Register Application
- ✓ EGIS Legacy System (MapGuide) retired
- ✓ Tax Collector relocation to North County
- ✓ Clerk mobile router buildout
- ✓ Utilities Scale House Platform migration
- ✓ Utilities Laboratory Information System and Water Information System architecture
- ✓ BCC Payment Card Industry compliance discovery

- • BTS Key Accomplishments, including:
  - ✓ Microsoft Enterprise Cloud Suite deployment
  - ✓ Internet Explorer 11 deployed
  - ✓ Change Control improvement
  - ✓ Resource Capacity improved
  - ✓ Capital Improvement Plan updated
  - ✓ BTS Operation Center created
  - ✓ Enterprise Service Bus funded
  - ✓ BTS "New Work" Pipeline created
  - ✓ Portfolio Management implemented
  - ✓ Executive Scorecard measures enhanced
  - ✓ New one-page customer-focused Strategic Plan, aligned with the BTS Board's Mission Statement
  - ✓ BTS Insider Newsletter created
  - ✓ Amazon Web Services for Business Continuity/Disaster Recovery Plan engaged
  - ✓ Microsoft System Center Configuration Manager implemented
  - ✓ Backup system migrated from Tivoli to Veeam
  - ✓ Automated Call Distribution implemented

- • A pipeline of 250 other work efforts.

Responding to queries by Chairman Welch, Mr. Rose, with input by Mr. Rohrs, explained what the colors and arrows on the Executive Scorecard represent; and indicated that the staff turnover percentage was below the target rate of 6.5 percent.

Mr. Rose discussed the emergency change rate and firewall changes referenced under Change Metrics; whereupon, Mr. Rohrs, in response to query by Chairman Welch, explained that firewall changes were tracked in the BTS ticketing system prior to 2016, not as a formalized change process; that all changes now go through a Change Advisory Board to be vetted and rated for risk before being approved; and that information on whether a certain system is responsible for a majority of the Priority 1 incidents can be provided to the Board.

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<div align="center">Commissioner Long entered the meeting at 2:18 P.M.</div>

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PIPELINE AND MAJOR PROJECTS UPDATE

Ms. Morrill conducted a PowerPoint presentation titled *Pipeline and Major Projects Update,* discussed the department's top 20 work efforts and the BTS Pipeline, and provided an update on eight major projects.

Responding to queries by the members, Ms. Morrill, with input by Mr. Rose and Director of Application Services Belinda Huggins, related that:

- The ownCloud Electronic Document Review project is a tool used by the Utilities Department to examine and transmit documents securely, and it is an "off-the-shelf" product.

- The Windows 10 upgrade is going well except that BTS is pulling back all-users administration rights for security reasons, and that has caused the operating system not to work as well with some applications. Workarounds for some applications have been found, and the functionality of Odyssey has just been resolved.

- A total of 225 work items were closed in 2016. A work item is defined as any task that involves more than 40 hours of effort.

Concerning the major projects, Ms. Morrill indicated that (1) Payment Card Industry (PCI) compliance involved five departments, and cost savings were realized with the implementation at Animal Services and Parks and Recreation; (2) the Public Safety Complex Data Center migration is about 90 percent complete; (3) the Enterprise Asset Management project is on schedule; (4) a funding source has been found for the Development Review Services Accela Workforce Automation project; (5) fiber re-engineering at PIE will include north and south loops into the airport; (6) the Justice Web Based Document Queue project is on budget, but a "go live" of the system is dependent upon the installation of Odyssey 2014; (7) the Enterprise Microsoft 365 Cloud project is about 90 percent complete; and (8) BTS will support four elections in 2017.

Judge Rondolino expressed confidence about the deployment schedule for the Justice Web Based Document Queue system.

APPLICATION PORTFOLIO MANAGEMENT (APM)

Mr. Rohrs conducted a PowerPoint presentation titled *Application Portfolio Management*, indicating that it is a new process within BTS that documents how an organization measures and responds to the business value, cost, performance, and risk of its portfolio of application assets.

He explained the function of leanIX, a tool that provides a data model for technology, information systems, and business architecture; the reasons for doing APM; and application portfolio statistics, discussing the County's inventory of business applications and other components.

Responding to queries by Chairman Welch, Mr. Rohrs related that the application portfolio statistics cover all agencies served by BTS; and that APM does not currently capture iOS applications, even though the County is using a growing number of iPads, but the capability will probably be added in the future; whereupon, Mr. Rose indicated that BTS is providing support for iPads and the department has an opening for an Apple analyst.

Responding to query by Chairman Welch, Director of Development Review Services and Code Enforcement Blake Lyon described an application called Scotland Yard, noting that it is a tool that code enforcement officers use to check in and out of the office.

CLOUD DISASTER RECOVERY UPDATE

Ms. Huggins conducted a PowerPoint presentation titled *Business Continuity/Cloud Disaster Recovery Update* and reviewed the progress being made by her team, including Business Continuity/Disaster Recovery Coordinator Nancy Sherman, in working with Amazon on the project.

Referring to a chart, Ms. Huggins discussed 15 applications that have been identified as being critical to County operations during a disaster, relating that the WebEOC system used by the Emergency Management Department has been successfully deployed in the Cloud; and that her team and Amazon are working on designing and developing that environment so that the system can be scalable and redundant and capable of handling all required functions.

At Chairman Welch's request, Ms. Huggins provided background information for new members, relating that her team was asked to research a move from disaster recovery on premises to a Cloud solution; that in the event of a disaster, applications will run in the Cloud until normal operations can be restored at the Public Safety Complex; and that the cost savings of a Cloud solution are substantial.

Ms. Huggins distributed a brochure titled BTS Disaster Recovery Plan, a copy of which has been made part of the record, and, with input by Mr. Rose, further discussed the Cloud project as follows:

- Some of the critical applications require either Criminal Justice Information (CJI) compliance or Health Insurance Portability and Accountability Act (HIPAA) certification.

- CJI compliance is a standard that the FBI and Florida Department of Law Enforcement (FDLE) require a government to adhere to when accessing criminal justice information, and Pinellas County is the first county to go through this compliance process with Amazon. HIPAA certification is a standard for protecting sensitive data requiring that the physical network and process security measures are in place. Amazon has been certified, and the County is required to sign a Business Associate Agreement.

- The next system scheduled for migration to the Cloud is the Pinellas County Construction Licensing Board, set for around mid-March, and others will follow.

- Two of the 15 applications will be moved to CityWorks and a third to the Accela Civic Platform.

- A BTS-only test activation of the Disaster Recovery Plan is scheduled for March. First- and second-shift responders are registered for an integrated emergency management course April 3-6, and the County will participate in Emergency Management Test activation in April.

- Seating for a BTS Operations Center during an activation has been located in the Election Service Center, with Supervisor of Elections Deborah Clark and her staff agreeing to provide 12 seats in their call center. Dark fiber will be located at the Center to facilitate communication with the Public Safety Complex.

- The next steps are to (1) sign a non-disclosure agreement with Amazon and continue to build out the foundational infrastructure to migrate to the Cloud, (2) work with County business partners to move the remaining applications to the Cloud, and (3) work with Amazon, FDLE, and the FBI to secure CJI compliance.

Responding to queries by Commissioner Welch, Ms. Huggins, with input by Mr. Rohrs, related that a solution for SCADA will be revisited in 2018; that it is resilient as currently architectured as long as the facilities it is housed in can back up each other; and that eventually, much of the infrastructure will be moved into hardened buildings such as the Public Safety Complex.

Discussed ensued, and responding to queries by the members, Ms. Huggins indicated that applications requiring CJI compliance could be moved beginning in May; that background checks will have to be conducted on about 200 Amazon employees who have access to the AWS

GovCloud Region; that staff is looking into partnering with the Sheriff's Office on that task; that Amazon's data center is located in Washington State; and that no other jurisdictions have inquired about the work being done with CJI, but such inquiries can be expected.

Chairman Welch thanked Ms. Huggins for the presentation and wished everyone a safe weekend.

ADJOURNMENT

The meeting was adjourned at 3:26 P.M.