

Clearwater, Florida, April 27, 2017

The Pinellas County Business Technology Services (BTS) Board met in regular session at 2:02 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  
Bernie McCabe, State Attorney, Vice-Chairman  
Ken Burke, Clerk of the Circuit Court and Comptroller  
Jeff Byrkit, Representing Mike Twitty, Property Appraiser (Non-Voting)  
Deborah B. Clark, Supervisor of Elections  
Bob Dillinger, Public Defender  
Bob Gualtieri, Sheriff  
Janet Long, County Commissioner  
Chief Judge Anthony Rondolino, Sixth Judicial Circuit  
Charles W. Thomas, Tax Collector

Not Present

Karen Williams Seel, County Commissioner  
Mike Twitty, Property Appraiser

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  
Tony Fabrizio, 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

Discussion Items

4. BTS Overview – Marty Rose, Chief Information Officer
5. FY18 Budget Proposal – Greg Carro, Manager of Finance and Budget
6. Adjournment – Chair, Commissioner Welch

April 27, 2017

A PowerPoint presentation titled *Pinellas County Business Technology Services Board Meeting, April 27, 2017*, consisting of the 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 2:02 P.M. and called for a moment of silence and prayer for former Property Appraiser Pam Dubov on the passing of her husband, adding that a contribution will be made from the Board to the Bruce J. Dubov Memorial Fund.

#### DESIGNATION OF VOTING PROXIES

Chairman Welch noted the individual in attendance representing an absent member and indicated that he would not be voting.

#### MINUTES OF FEBRUARY 16 AND MARCH 8, 2017 MEETINGS – APPROVED

Mr. Dillinger moved, seconded by Mr. McCabe and carried unanimously, that the minutes of the February 16 and March 8, 2017 meetings be approved.

#### RESIGNATION OF CHIEF INFORMATION OFFICER

Chairman Welch announced that Mr. Rose has decided to move on to another opportunity; whereupon, he thanked him for his hard work and opined that significant progress has been made within the County's technology operations during his tenure.

Noting that Mr. Rose will be leaving on May 12, Chairman Welch indicated that the Board will need to move quickly to establish a process for naming an Interim Chief Information Officer, suggesting that the members could either delegate the authority to him or form a subcommittee to assign someone to the role; and that a decision is needed on whether the interim director will be allowed to apply for the permanent position; whereupon, the members expressed their support for allowing the interim director to apply for the permanent position.

April 27, 2017

Chairman Welch indicated the Board will need to meet in May to discuss the recruitment process for the new director and noted that the timing is favorable because the Human Resources Department is already recruiting for a new County Attorney and many of the same decision-makers are involved. He added that at that meeting, he would like to discuss the potential realignment of some of the vertical applications under the County Administrator's Office, noting that the dialogue should occur before the recruitment process begins because any such movement would change the function of the BTS Department. Responding to a request by Mr. McCabe for an explanation, Chairman Welch indicated that some applications, including the Oracle Hyperion system, primarily impact the County Administrator's and Clerk's Offices and there has been discussion about making those responsibilities vertical.

Mr. Burke indicated that he favored forming a subcommittee to make a recommendation for an interim director; whereupon, after brief discussion, a subcommittee was formed to include Chairman Welch, Vice-Chairman McCabe, Commissioner Long, and Messrs. Burke and Thomas.

Chairman Welch invited comment from Mr. Rose, who thanked the Board for the opportunity he was given over the last three years and indicated that he believes the organization is strong and vibrant; that he is leaving for personal reasons; that the County Administrator not being on the Board poses some challenges that can be met by realigning certain verticals; and that returning to a structure more like that which existed before the County's Information Technology and Board of County Commissioners Information Systems departments were consolidated into BTS would be the right direction to go.

The members thanked Mr. Rose and wished him well; whereupon, Ms. Clark and Messrs. Burke, Thomas, McCabe, and Dillinger offered praise for Mr. Rose and discussed the positive working relationships they have had with him and his staff.

### BTS OVERVIEW

Mr. Rose conducted a PowerPoint presentation titled *BTS Overview* and discussed the organization's mission, high-level organizational chart, governance, bi-modal metrics, "New Custom Resource," and the 2017-2018 Strategic Plan, highlighting the following:

- A survey showed that 118 of 128 staff members are satisfied with their jobs at BTS, and 120 of 128 know what is expected of them.

April 27, 2017

- The organizational chart includes new management roles for Dana Zordan (Network/Telcom) and Jeremy Capes (Geographic Information System), while Aileen Owens, formerly of PricewaterhouseCoopers, has been hired as Security Manager. Responsibilities have been shifted for Brian Brenhoch and Jonathan Ferguson.
- The Executive Scorecard was brought over from the Tax Collector's Office and incorporated into BTS.
- Bi-modal metrics show that Priority 1 incidents have declined from around 270 in Fiscal Year 2013 to a projection of less than 100 this year and reflect that 225 of 461 pipeline and new work items were closed in 2016.
- New Custom Resource encompasses the Tax Collector's Office's request to take over its help desk and infrastructure support, with BTS assuming support for four Tax Collector remote sites and absorbing six positions, including four funded by the Tax Collector.
- The Strategic Plan is a rolling two-year plan with one-page strategic formats for all BTS Board members except for the State Attorney, Chief Judge, and Public Defender, whose plans are combined because they are closely tied together.
- BTS's five Strategic Goals are Customer Service, Governance, Service Delivery, Talent, and Finance, and the guiding principles behind them are enhanced business value; solution and cost optimization; promoting *one-county* partnerships; having secure, reliable, and accessible systems; being an enterprise bi-modal organization; and embracing innovation.

Responding to queries by Chairman Welch, Mr. Rose indicated that Priority 1 incidents are those that affect multiple users and/or enterprise systems that are critical to business needs; and that a summary of which systems have the most Priority 1 incidents can be provided to the Board.

Mr. Burke related that he took part in a meeting with Wells Fargo Bank that addressed newer forms of fraud involving methodologies such as fake vendor invoices; whereupon, he indicated that Wells Fargo will conduct a seminar for the finance staff of the various County departments and asked Ms. Owens if she would serve as the BTS point person, and she agreed to do so.

Mr. Rose expressed support for the request and noted that the reason BTS was able to hire such a "strong individual" as Ms. Owens is that security is the most important part of any organization.

FISCAL YEAR 2018 BUDGET PROPOSAL

BTS Manager of Finance and Budget Greg Carro conducted a PowerPoint presentation titled *FY18 Budget Proposal*, noting that it represents staff's new approach of introducing a complicated budget in a simpler format; and that the Base Budget comes in under the target. He discussed summaries for the overall budget, labor, operating and capital improvements, and projects; whereupon, he responded to queries by Chairman Welch and Mr. McCabe as follows:

- There are two components to the allocation for the Tyler Odyssey System: Operating, Maintenance, and Support, which total about \$280,000 annually; and expenses related to changes in the business and leveraging the platform in areas that makes sense, which are generally professional service related and are part of the Decision Package.
- The Year 2 allocation of a two-year plan to provide efficiency enhancements to Tyler is included in the Decision Package that will be presented.

Application Services and Support Director Belinda Huggins provided input, indicating that the next upgrade to Tyler is included under Maintenance and Support; that expanded use of the system has led to more changes; and that those changes are reviewed to see whether there are opportunities for Tyler to incorporate them into its product so that BTS does not have to incur their cost.

Mr. Dillinger expressed concern that that Juvenile Division portion of the Consolidated Case Management System is not compliant with the law, and Ms. Huggins indicated that staff will evaluate the problems and work with Tyler to get them corrected.

Mr. Carro discussed a graph at the bottom of the projects page of the presentation showing trend lines for the different types of funding; whereupon, he responded queries by Mr. Dillinger and Chairman Welch as follows:

- He could look into how the County's technology costs compare to those in other Florida counties, and the Office of Management and Budget uses some benchmarking statistics.
- The *funding source* pie chart shown in the first Decision Package on Page 18 of the presentation represents the distribution of the customer base and will be presented to the BCC at the budget workshop on May 16.

April 27, 2017

- The *special revenue* portion of the *funding source* pie chart reflects services provided to the Building Department and other special revenue-based businesses that are stakeholders for BTS.

Thereupon, Mr. Carro indicated that his presentation was complete and requested that the Board provide its support for moving forward the Decision Packages for Enterprise Asset Management (BCC Business Project) and Justice CCMS Enhancements (CJIS Policy Board Initiative) to the BCC.

Responding to query by Chairman Welch, Mr. Carro confirmed that the BTS Base Budget request is under the target; whereupon, Mr. McCabe moved, seconded by Mr. Thomas, that the Board recommend approval of the proposed budget to the BCC. Upon call for the vote, the motion carried unanimously.

#### FINAL COMMENTS

##### Commissioner Long on Vology CEO

Commissioner Long discussed her recent visit to Largo information technology company Vology and how impressed she was with Chief Executive Officer Barry Shevlin, suggesting that the Board seek his input as it searches for a new director. Chairman Welch commended her for inviting interesting business leaders to present to the BCC; whereupon, Commissioner Long indicated that she has arranged for Mr. Shevlin to present to the Commission on a future date.

##### Support for retaining Mr. Rose

Ms. Clark cited the support for Mr. Rose expressed earlier in the meeting by several members and related that the situation “feels off” to her and she does not believe there is a better person for the job; whereupon, she asked Chairman Welch to meet with Mr. Rose and request that he reconsider. Chairman Welch stated that he would be happy to do so; that he has already asked once and Mr. Rose declined; and that he has asked his assistant to set up a coffee appointment with Mr. Rose and will make the request again.

Mr. Burke seconded Ms. Clark’s comments, and Mr. McCabe suggested that the proposed realignment of the verticals discussed earlier in the meeting could change the work environment enough to create a dynamic in which Mr. Rose could stay; whereupon, Chairman Welch indicated that he concurs and has presented those same thoughts to Mr. Rose.

April 27, 2017

ADJOURNMENT

There being no further business, Chairman Welch adjourned the meeting at 2:46 P.M.