

Clearwater, Florida, September 21, 2017

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
Bernie McCabe, State Attorney, Vice-Chairman
Ken Burke, Clerk of the Circuit Court and Comptroller
Deborah B. Clark, Supervisor of Elections
Jason Malpass, Representing Sheriff Bob Gualtieri (Non-Voting)
Betty Raybold, Representing Bob Dillinger, Public Defender (Non-Voting)
Karen Williams Seel, County Commissioner
Charles W. Thomas, Tax Collector
Mike Twitty, Property Appraiser

Not Present

Bob Dillinger, Public Defender
Bob Gualtieri, Sheriff
Janet C. Long, County Commissioner
Anthony Rondolino, Chief Judge, Sixth Judicial Circuit

Also Present

Jeff Rohrs, Interim Chief Information Officer (CIO), BTS
Mark S. Woodard, County Administrator
Jewel White, County Attorney
Jason Ester, Senior Assistant County Attorney
Other interested individuals
Tony Fabrizio, Board Reporter, Deputy Clerk

AGENDA

1. Call to Order – Chairman Welch
2. Designation of Voting Members – Chairman Welch
3. Approval of Meeting Minutes – Chairman Welch
4. Citizen Comments – Chairman Welch
5. Information Item – Thomas Rask v. Pinellas County BTS Board – Jeff Rohrs
6. CIO Update – Jeff Rohrs
7. Request to Pay Retroactive FRS Contributions on Behalf of Paul Alexander – Jason Ester
8. Information Item – Payment Card Industry (PCI) Update – Jeff Rohrs
9. Presentation – BCC Vertical Application Realignment – Jeff Rohrs
10. Discussion Item – CIO Selection Process – Chairman Welch
11. Action Item – Public Participation and Decorum Policy – Jason Ester

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A PowerPoint presentation titled *Pinellas County Business Technology Services Board Meeting, September 21, 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 2:01 P.M. and thanked the BTS administration and staff, Constitutional Officers, and other agencies represented for their hard work and collaboration during Hurricane Irma.

DESIGNATION OF VOTING PROXIES

Chairman Welch noted the two individuals in attendance representing absent members, and both indicated that they would not be voting.

MINUTES OF APRIL 27, MAY 2, AND MAY 17, 2017 MEETINGS – APPROVED

Mr. McCabe moved, seconded by Mr. Thomas and carried unanimously, that the minutes of the April 27, May 2, and May 17, 2017 meetings be approved.

CITIZEN COMMENTS

Upon the Chairman's call for citizens wishing to be heard, Muslim Gadiwalla, St. Petersburg, appeared and expressed his concern regarding the Board's plan to restructure BTS by realigning the vertical applications. Noting that he was once director of Board of County Commissioners Information Systems (BCCIS), Mr. Gadiwalla opined that the consolidation of BCCIS and Information Technology (IT) into what is now known as BTS several years ago was a sound organizational and financial decision; that the current plan would introduce duplication of efforts and added taxpayer cost; that it is not efficient organizationally; and that the Board could instead make the CIO an Assistant County Administrator-level position reporting to the BTS Board and the County Administrator.

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Chairman Welch acknowledged Mr. Gadiwalla's points and, in response, indicated that the Board is committed to the application realignments being cost-neutral; and that the proposed changes are necessary in that technology must meet the business needs of each of the County's agencies.

BCC VERTICAL APPLICATION REALIGNMENT

Deviating from the agenda, Chairman Welch indicated that Agenda Item No. 9 would be addressed at this time; whereupon, Mr. Rohrs conducted a PowerPoint presentation titled *BCC Vertical Application Realignment* and provided an update.

Mr. Rohrs indicated that he has been working with the County Administrator and his staff under direction given to him by the Board in May to prepare for realignment of strategic vertical applications within the BCC; that the Guiding Principles established at the outset are being followed; and that the target timeframe for presenting a complete plan is November. He related that due to approaching critical milestones, a realignment of support for the Oracle Hyperion budgeting software with the Office of Management and Budget was effected on August 30; and that a list of additional candidate applications was sent to Board members on September 18. An email and a document pertaining to those developments have been filed and made part of the record.

Responding to queries by the members, Mr. Rohrs confirmed that BTS supports approximately 411 business applications; that 73 to 74 applications have been identified as candidates for realignment; and that the process of gathering stakeholder feedback is underway.

Mr. Woodard discussed the history of the BCCIS and IT consolidation in 2008 and the justification for pursuing a plan that would undo some of that action. Acknowledging Mr. Gadiwalla's remarks earlier in the meeting, Mr. Woodard concurred that that the merger was the right action at the time, noting that among other factors, there was a need to address confusion and friction within the organization relating to support for the telephone system versus the data system. He pointed out that the data/telephone system ambiguity has been resolved with the County's successful transition to Voice over Internet Protocol telecommunications, and indicated that the current effort is not to undo changes that have served the public well, but rather to better align accountability with responsibility; whereupon, he stated his desire that the County Administrator be given the same aligned accountability and responsibility for the technology support that serves his departments as the Board members have for their respective agencies.

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Responding to queries by Mr. McCabe, Mr. Woodard indicated that the level of service provided by BTS to his office came up short this year with a major issue related to Hyperion support, and it could be better in other instances; that the realignments will not lead to organizational friction because BTS will continue to support enterprise functions horizontally; and that BTS personnel will be shifted in accordance with specific application support needs. Responding to query by Commissioner Seel, Mr. Woodard confirmed that the plan will create the need for a new technology manager or director under the County Administrator, but stated that the position could be culled from existing full-time equivalent positions and funded within the current BTS budget.

Discussion ensued, and Chairman Welch and Mr. Woodard commented that while cost-cutting during the Great Recession was a driving force behind the 2008 consolidation, there were also other factors. Chairman Welch stated that the realignments will be accomplished in accordance with the Guiding Principles and are necessary to ensure that each stakeholder has what it requires to meet its business needs; whereupon, Mr. Rohrs commented that the plan not only addresses support for existing applications, but also anticipates future applications and development; and that the fundamental goal of the realignments is to have application support within the County Administrator's Office be consistent with that of the other agencies.

Responding to query and comment by Commissioner Seel, Mr. Rohrs indicated that following the consolidation, the total number of employees was 244, noting that the number was reduced to 144 through a Reduction in Force action. He explained that the staff expansion since then has been driven by project demand and, responding to query by Chairman Welch, related that BTS currently has 165 employees.

Mr. Burke indicated that he supports the County Administrator's request in concept, but questions (1) how BTS will transfer resources to the County Administrator that are substantial enough to shore up a deficient area without cutting resources dedicated to support other stakeholders, and (2) whether the plan calls for breaking up support for Granicus, Oracle Business Intelligence Edition and Oracle Project Unified Solution (OPUS). In response, Mr. Rohrs referred to a slide titled *Vertical Application Realignment Process* and related that staff is using stakeholder engagement, analysis, and research to consider application complexity and resource complexity before recommending an application for realignment.

Mr. McCabe commented that while he believes realignment of some applications is necessary, he has concerns regarding future taxpayer cost and competition among stakeholders for resources. In response, Chairman Welch reminded the Board that it looked at other governance models through the years and determined that a true IT consolidation would not work in Pinellas County because the stakeholders have specific technology needs; and that the BCC essentially gave up its entire IT

department with the consolidation, opining that the action went too far. Responding to query by Commissioner Seel, Mr. Rohrs confirmed that 20 is the working number for employees that would be involved in the realignment of approximately 74 applications, but it is too early to determine a solid number; whereupon, she expressed concern regarding the potential consequences of moving away from consolidation, opining that if the Board were being “brave and bold,” it would bring all IT support together “under one roof.”

In response to queries by Mr. Burke, Mr. Rohrs stated that he believed he was operating under the Board’s direction when he realigned support for Hyperion; and that the shift involved a “discreet pull of resources” involving two full-time employees and funding for a contractor; whereupon, Mr. Burke expressed concern that the matter was not brought before the Board for approval first, and Chairman Welch stated that he recalled the Board deciding to move forward with the realignment of Hyperion support only; and that he would take responsibility for any misunderstanding. Discussion ensued, and Messrs. Burke and McCabe and Ms. Clark expressed concern that shifting resources to the County Administrator could reduce critical support to other stakeholders; whereupon, Mr. Rohrs indicated that all of the stakeholders will be safeguarded from adverse impact if the Guiding Principles are followed.

Chairman Welch noted that there is still significant stakeholder engagement and analysis to be completed; whereupon, Mr. Rohrs confirmed that his intent is to present the Board with a plan at the November meeting.

REQUEST TO PAY RETROACTIVE FRS CONTRIBUTIONS ON BEHALF OF PAUL ALEXANDER

Deviating from the agenda, Chairman Welch indicated that Agenda Item No. 7 would be addressed at this time.

Attorney White presented a request by former BTS Director Paul Alexander that the County make a contribution to the Florida Retirement System (FRS) on his behalf reflecting a higher service credit during his first 1.92 years of service. Referring to a letter from Mr. Alexander to then-BCC Chairman John Morroni dated October 3, 2015, she provided background information as follows:

- In June 2005, the BCC passed a resolution that impacted certain leadership positions and changed Mr. Alexander’s FRS designation from Regular Service Class to Senior Management Service Class, also making the revision retroactive to Mr. Alexander’s hiring date in October 2003.

- Subsequent to adoption of the resolution, FRS informed Mr. Alexander that the retroactive designation was not available to him because he was a participant in the investment plan rather than the pension plan.
- In 2015, Mr. Alexander, now working for Manatee County, requested that Pinellas County make a retroactive payment to FRS on his behalf to address the period from his hire date to his designation date, based on his recent switch to the pension plan.

Attorney White related that at Chairman Welch's request, the Finance Division has calculated the cost based on three options: Contributions due plus interest at the statutorily imposed 6.5 percent (\$10,001.70), contributions plus 3 percent interest (\$6,430.84), and contributions only (\$4,354.40); whereupon, she advised that the Board could recommend that the BCC approve any of those amounts or no amount. Responding to queries by the members, Attorney White indicated that all County employees have the opportunity to choose whether to participate in the investment plan or pension plan; that the request was brought to the BTS Board because Mr. Alexander worked for the Board; that the County could make a contribution on his behalf; and that she believes granting the request would meet the "public purpose" test.

Mr. McCabe opined that Mr. Alexander is not entitled to any interest from the point at which he was informed that he was ineligible for the retroactive upgrade as a participant in the investment plan; whereupon, he moved that the Board recommend to the BCC that it authorize a payment of no more than the no-interest contribution. Discussion ensued pertaining to whether the Finance Department's calculation of the contribution was accurate; whereupon, Messrs. Burke and Twitty and Ms. Clark opined that Mr. Alexander gave up his right to the contribution when he chose to remain in the investment plan.

Mr. McCabe's motion died for lack of a second; whereupon, Commissioner Seel moved, seconded by Mr. Burke, that the Board recommend to the BCC that no contribution be made to the FRS on Mr. Alexander's behalf based on his choosing to remain in the investment plan. Upon call for the vote, the motion carried 5 to 2, with Chairman Welch and Mr. McCabe dissenting.

THOMAS RASK V. PINELLAS COUNTY BTS BOARD

Attorney Ester provided an update on Circuit Civil Case No. 17-003615-CI-13, Thomas Rask v. Pinellas County Business Technology Services Board. He related that Senior Assistant County Attorney John A. Powell Jr. has filed a motion to dismiss the case; that Mr. Rask has filed an amended complaint that restates his allegations of Sunshine Law violations, but withdraws a claim for attorney fees; and that a hearing on the motion is scheduled for December.

Responding to queries by Mr. McCabe, Attorney Ester indicated that Mr. Rask seeks to invalidate actions taken at the meetings referenced in the complaint, including the appointment of Mr. Rohrs as Interim CIO; and that he is confident in the County's position.

CIO UPDATE

Mr. Rohrs conducted a PowerPoint presentation titled *CIO Update* and provided information pertaining to Personnel Changes, Hurricane Irma Response Activities, and the Fiscal Year 2018 Budget as follows:

Personnel Changes

- A selection committee has chosen Bryan Zumwalt from the Geographic Information System (GIS) team to serve as Interim Chief Technology Officer, assuming Mr. Rohrs' former responsibilities overseeing much of the strategic planning and roadmap application portfolio management and leading the virtual architecture team.
- Scott Butler has been promoted to Security Manager, replacing Aileen Owens, who left after a brief tenure.

Hurricane Irma Response Activities

Overview

- The storm's impact was large enough to provide a true test of the BTS disaster and recovery planning processes.
- Collaboration between BTS, the County Administrator's Office, Emergency Operations Center (EOC) staff, and the Sheriff's Office was highly effective.
- Having two Category 5 Hurricane-rated facilities to house data centers and critical information technology infrastructure provided a high level of confidence and justification for the use of Penny for Pinellas revenue to construct them.
- BTS had 43 employees working various shifts at the Public Safety Complex and Emergency Response Building, including more than 20 on any given shift.

- The County's policy of contracting with two internet service providers to retain redundancy paid off when one went down for more than seven days and the other stayed functional.

GIS Applications

- *Know Your Zone*, the primary tool for the public to obtain evacuation zone information, received more than 7,000 visitors per minute at its peak. When a failure occurred four nights before the storm, staff worked until 4:00 A.M. to rebuild it.
- *Ready Pinellas*, a storm preparation mobile application, was downloaded 25,000 times during the week of the storm.
- The *EOC Operations Dashboard*, developed during Hurricane Hermine and later enhanced, helped the Public Works department track road closures, county vehicles, and work management information.
- The *Storm Impressions* tool provided real-time reporting of post-event damage via first responders.
- The *Damage Assessment Dashboard* helped staff track damaged residential properties, and information from more than 100,000 assessments was collected.
- Damage reporting was also provided by citizens through the County website.

Communication and Monitoring

- BTS teams conducted facility monitoring of countywide infrastructure and worked to ensure that critical communications were available throughout the storm period.
- When a power outage caused the servers kept in the basement of the Courthouse building to nearly overheat, Real Estate Management staff was able to correct the issue by starting a backup chill water loop.

Post Action Opportunities

- Multiple post-storm reports will be completed.
- Staff will explore a cloud option for the *Know Your Zone* application that would provide larger capacity and revisit its strategy pertaining to internet service providers.
- BTS will contact the Department of Homeland Security to discuss carrier response under the Telecommunications Service Priority program.

Responding to queries by Chairman Welch, Mr. Rohrs indicated that Level 3 Network Services was the internet service provider that lost connectivity, and Spectrum stayed up; that a cause analysis will be performed on the crash of the *Know Your Zone* app and a firewall issue may have been involved; and that the infrastructure remaining in the basement of the Courthouse building includes equipment to operate legacy applications and provide support for certain stakeholders, including the Tax Collector, Property Appraiser, and Clerk.

Assistant County Administrator John Bennett provided input and, responding to query by Chairman Welch, indicated that the internet service provided by Level 3 Network Services was lost on Sunday evening, before the worst of the storm hit, but after most citizens had accessed their evacuation zone information.

Clerk Burke commented that while the performance of the BTS and Emergency Management teams was excellent overall, the Clerk's Office has employees in 10 locations, and there were instances of incomplete communication pertaining to the suitability of buildings for reopening; whereupon, responding to his query, Mr. Bennett related that staff plans to conduct a comprehensive and inclusive after-action review that will examine both internal services and services to the public.

Ms. Clark commented that she has received an email from the Emergency Management team soliciting feedback; whereupon, Mr. Bennett explained that the request is the first step in the evaluation process. Mr. McCabe noted that in Pasco County, the Emergency Management Deputy Director held twice-daily conference calls with elected officials to apprise them of the latest developments, and Chairman Welch indicated that he liked the approach.

Fiscal Year 2018 Budget Update

Mr. Rohrs provided the following update pertaining to the BTS Fiscal Year 2018 Budget:

- Staff worked with the Justice management team and Consolidated Justice Information System (CJIS) Policy Board to reduce the amount requested in a Decision Package for enhancements to the Justice Consolidated Case Management System to \$180,000, and following approval by the BCC, that expenditure is now included in the budget.
- BTS will maintain a production environment that includes nearly 411 business applications and 1,400 servers.

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Responding to a concern expressed by Mr. Burke that the budget does not include funding to address a vulnerability in the OPUS system, Mr. Rohrs indicated that a planned Decision Package was left out of the budget request due to the transition in BTS leadership; and that he will work with BTS Finance and Administration Manager Greg Carro and the Office of Management and Budget to fund the proposed OPUS audit and security tool out of the current budget. At the request of Mr. Burke, Mr. Rohrs agreed to provide an update at the next BTS Board meeting.

Responding to query by Chairman Welch, Mr. Rohrs indicated that there will not be a version upgrade to the Justice System this year, but a timeline will be circulated at the next CJIS Policy Board meeting in preparation for the next release.

PUBLIC PARTICIPATION AND DECORUM POLICY

Deviating from the agenda, Chairman Welch stated that the Board would now consider Agenda Item No. 11, a draft Public Participation and Decorum policy, as proposed by staff and the County Attorney's Office, a copy of which has been filed and made part of the record.

Attorney Ester related that during the course of responding to recent lawsuits and public records requests, the County Attorney's Office became aware that the BTS Board does not have a policy pertaining to public participation and decorum at its meetings; that such a policy would provide more flexibility in how meetings are run than provided for by the relevant Florida Statute; and that he has prepared a draft policy based on the BCC's rules.

Brief discussion ensued, and Chairman Welch noted that under the proposed policy, members of the public would be allowed one opportunity early in the meeting to speak for up to three minutes on any agenda item or BTS-related issue; whereupon, Commissioner Seel moved, seconded by Ms. Clark, that the policy be approved. Upon call for the vote, the motion carried unanimously.

PAYMENT CARD INDUSTRY (PCI) UPDATE

Mr. Rohrs provided an update on action that was taken to achieve compliance with the PCI assessment process. He related that in response to a letter from Bank of America concerning merchant identification numbers within the BCC and County Administrator's Office, BTS teamed with key stakeholders to conduct an audit of its PCI compliance; that the bank accepted the submission; and that the County is now on a yearly cycle.

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Noting that BTS originally projected that the yearlong reconciliation would cost \$413,000, Mr. Rohrs indicated that an ad-hoc taskforce comprised of BTS, the County Attorney's Office, County Administration, the Clerk's Finance Division, and possibly others completed the process for \$61,000. He related that the team is evaluating the need for a policy that will clarify how the County does new credit card business and ensure PCI compliance, and believes the BTS Board may be the best governance available to achieve agreement across the organizations.

Responding to queries by Chairman Welch, Mr. Rohrs related that the Finance Division has drafted an initial version of the policy, with heavy involvement by the County Attorney's Office, and he will clear the policy through the Security Panel before presenting it to the Board for consideration.

CIO SELECTION PROCESS

Chairman Welch suggested that the Board update the timeline for the selection of a new CIO. Noting a Board consensus for waiting until a plan has been established for the realignment of BCC vertical applications, and opining that Mr. Rohrs is performing well as Interim CIO, he proposed that the process be postponed until after the holidays.

Thereupon, Commissioner Seel moved that Mr. Rohrs continue in the Interim CIO position until January 2018. Mr. Thomas seconded the motion, and following brief discussion, Commissioner Seel accepted his friendly amendment that the period be extended until February 2018. Upon call for the vote, the motion carried unanimously.

ADJOURNMENT

There being no further business, Chairman Welch adjourned the meeting at 3:52 P.M.