

BTS Vertical Application Realignment 2017



This version has been updated to reflect the feedback from the BTS Board stakeholders and is has been prepared for consideration at the November 16, 2017 BTS Board meeting.

#	Name	Description
1	Q-Matic Orchestra One (BS/DRS)	<p>Q-Matic Orchestra One (fka Q-Matic) is a customer journey (experience) management solution which supports how customers are handled when they visit an agency location or branch location. The Journey Manager module supports advanced business rules and queuing logic over the following capabilities: Segmentation and Categories; Rules based routing; Multi-queue calling; Staff work profiles; customer transfer; staff and front counter pools; Appointment queues; Service and outcomes; Multi-service Visits and Service Levels.</p> <p>The Q-Matic Orchestra One solution for BS/DRS includes hardware and software: Intro Kiosk(new), existing LED displays, bar codes scanner, Voice Announcer VU2187, AMP and speakers, Cinematic 1 Media Player, signage and cabling Lite, Intro 5 Button Ticket Printer, Intro 8 Touch Screen Ticket Printer, Qmatic TP Ticket Printer Table Stand and rolls for TP Thermal Tickets.</p> <p>The BS/DRS client has a SAM agreement for existing hardware; the system is networked (application and SQL database are provided by the client).</p> <p>The CC also utilizes this hardware/software solution at their downtown Saint Petersburg and Tyrone Branch locations under a different contract.</p>
2	SeeClickFix	<p>An external citizen relationship management hosted application provides tools to submit and acknowledge requests for service from citizens, assign work and route requests to responsible departments. includes modules for service management, reporting and analysis. Integrated mapping displays request for service location by type, assignee, neighborhood and keyword. Used for non-emergency issues/problem reporting and tracking via online or by mobile phone.</p>
3	Accela Civic Platform New	<p>A web-enabled, integrated solution to manage Construction Plans/Permitting, Variances, Zoning and Land Use Regulation, Design Requirements/Development Review, Code Enforcement, Mapping Maintenance, Environmental Regulations, Air Quality, Grease Management, Watershed Management and FEMA workflow processes for Planning and Development Review Services.</p> <p>This project is in plan phase projected 18 months out from 4/7/2016. Version 9 public release date 1/20/2017</p>
4	Accela PermitsPlus - legacy application suite	<p>PermitsPlus Citizens Access formerly known as Velocity Hall, is the companion upgrade for the Velocity Hall product as part of the migration of PermitsPlus 5.3.13 to PermitsPlus 5.5.2.</p>

5	PetPoint Data Management System	<p>SaaS - Web based animal welfare data management system hosted by SunGuard. PetPoint provides for WiFi in kennels; various hardware such as tablets, printers, scanners and communications radios; an Online Licensing Portal and Re-seller Portal; improved animal information, Veterinary electronic treatment records, management reporting, Foster and Rescue Management, data exchange with partners who also use PetPoint.</p> <p>PetPoint requires pop-up blocker exceptions be added to Chrome, Firefox and Safari: For Chrome: in browser "chrome://settings.....Content Settings....Pop-ups - Manage Exceptions.....add "[*.petpoint.com].....choose "Done" For Firefox: in browser "Open Menu.....Options....Content....Block pop-up windows-Exceptions.....add "*.petpoint.com.....choose "Allow"</p> <p>For Internet Explorer: PetPoint reports are powered by Microsoft SQL Server Reporting Services platform. For printing reports successfully when using Internet Explorer, MS ActiveX control RSPrintClient needs to be installed and the following Internet Options - Security Settings must be enabled: Automatic prompting for ActiveX controls=Enable Download signed ActiveX controls=Enable Script ActiveX controls marked safe for scripting=Enable Run ActiveX controls and Plug-ins=Enable</p> <p>PetPoint requires the installation of a PDF Reader on the device used for PetPoint.</p> <p>Vendor indicates possible future support for GIS integration for field operations.</p> <p>Bluefin Credit Card Gateway agreement signed 12/2014 to begin 1/1/2015. Merchant ID through BOA.</p>
6	Animal Oracle	<p>Custom Application written in Oracle for Animal Services, shelter management. Application is no longer used in production but is accessed read-only for querying historical records related to animal licensing and code enforcement.</p>
7	GIS Coyote Sightings 2015, 2016, 2014 and older	<p>The Coyote Sightings 2015 & 2016 and 2014 and older, viewer is a google map with coyote sighting locations displayed from a file which is embedded in a Pinellas County Government web page and administered by the BTS eGov Web support group. These maps are populated, hosted and served using Google Maps API.</p>
8	CATS-County Assignment Tracking System	<p>Internal application to track the management of calls from citizens on specific issues (complaints and requests) routed through the county administrator's office. The application provides a CAT Item: who took the call, what the issue was, how and when it was resolved. Also included are a calendar/time system with built-in benchmarks for the customer service workflow response; support for attachments and reporting capabilities . County Administrator's office uses this system for all routing of non-agenda public communication items.</p> <p>SeeClickFix Application will absorb citizen complaints from CATS. FormSite will absorb citizen requests (anything not a complaint) from CATS.</p>
9	Permit Fee Calculator	<p>An external self-service application to calculate estimated residential or commercial building permit fees from a launch point on the Building and Development Review Services website. Values utilized by the calculator are updated periodically per business owner request. http://www.pinellascounty.org/build/calculator.htm</p>

10	Community Development Application	The Community Development Application tracks financial, accounting and beneficiary data relating to all grants. The application includes reporting capabilities to satisfy all State and Federal grant reporting requirements.
11	CareScope Community Module (including Advanced Reporting)	All CHEDAS applications
12	Scotland Yard	The Scotland Yard application is used to track employee locations (location board), status by code, sign in and out, work schedules and related phone messages. Application uses dBase (.dbf) file format. Product is end of life. The Scotland Yard application functions are completely represented in the current SKYPE and Office365 products. Could also transition to Check In Check Out software used by Building Services.
13	High Prescribing Health Clinics	An internal application providing health clinic license administration of medical clinics for the High Prescribing Health Clinic Registry Program. Mandated tracking of license and inspection, annual license renewal and fee history, field inspection and management of warnings, citations, violations and suspensions. Includes reporting. Does not process financial transactions.
14	Granicus InSite	A web portal from which to access legislative information. The Legistar application navigates and tracks the legislative process and publishes the information to InSite which updates automatically. InSite may also be referred to as the Legislative Portal.
15	DRS Permits Credit Card Payment System	The DRS Permits credit Card Payment System is used by the Development Review Service internal Permitting staff members at the front counter to process credit card payments for permit services.
16	Agile Assets CMMS	The AgileAssets application, is a computerized maintenance management system (CMMS). As deployed for Pinellas County Public Works - consists of 3 modules: BMS- a base/main module; PMS - a pavement management system; BMS - a bridge management system. Pinellas County began to use AgileAssets in October 2006 beginning with web-based MMS. In May of 2009 the browser-based PMS and BMS modules were deployed into production becoming the systems for traffic, storm water, drainage, mosquito control and vegetation using MMS. Linkages to GIS (GISPROD - Legacy Oracle Spatial DB) and VCMS were defined and integration to other county systems were built.
17	DataSplice 3.0.Client	DataSplice is a remote client software connecting to the Utilities Maximo 4i database through mobile devices; providing workflow views of Maximo 4i Utility data. There is also a DataSplice server component. DataSplice 3.0 is a legacy version supported by the vendor only through a current, multi-year, paid support and maintenance agreement. The current support and maintenance agreement covers 9/20/2016 - 9/30/2019 (3-year). DataSplice version 4.x and higher are vendor certified to run on Windows 10 OS only along with Maximo 6.x and higher.
18	FleetFocus M4	FleetFocus M4 (aka Maximus M4) is an internet-enabled fleet operations and management system. M4 tracks and automates fleet management activities such as work order processing, preventative maintenance tracking, parts inventory management and other functionality. The M4 application is used exclusively for the Real Estate Management Fleet Department.

19	Maximo Facility Operations Sunset	<p>Maximo - Facility Operations (6.2) is used by PC Real Estate Management for work order processing. This application provides a desktop client and a web client.</p> <p>Maximo 6.2 was launched by IBM on December 21, 2006 after acquisition was completed of Maximo developer MRO Software on October 5, 2006.</p> <p>A part of the IBM Tivoli Service Management Portfolio, the Maximo 6.2 application is used for enterprise asset management for facilities, equipment, transportation fleets and other mission-critical assets.</p> <p>Effective September 30, 2013, fixes, patches and telephone support are no longer provided for Maximo 6.2x and same-version components and add-ons. A premium price, paid, extended maintenance plan is the only avenue of support for this product.</p> <p>There is an additional CI in the BTS CMDB named "Maximo PCR" - this is not a separate application, but a module which provides Problem-Cause-Remedy (PCR) functionality in Maximo. There will not be a separate Application Fact Sheet for Maximo PCR.(2017)</p>
20	Maximo Utilities 4.0.3	Maximo 4.0.3 Utilities is an application used to track work orders.
21	CodeRed – web-based application	COTS application to send mass emergency notifications, but tailored to County use and managed by Emergency Management. Being replaced by Everbridge.
22	EM Constellation Web Portal	The Emergency Management (EM) Constellation web portal provides access to the State of Florida Division of Emergency Management Florida Disaster Management system. EM Constellation is accessed through a web browser and does not integrate with other local BTS supported applications.
23	EMA Emergency Employee Survey	Web-based application for annual employee survey of availability, skills, contacts, exemptions and other personal information in preparation for emergency coverage prior to hurricane season facilitated by Emergency Management.
24	Healthcare Facility Database	Administrative tool for facility emergency plan reviews, and operational information during EOC activations
25	IVRS - Evac Lookup	Managed by Emergency Mgmt. and BTS, system allows callers to call into system and obtain Evac level based on telephone number
26	Ready Pinellas	Application developed by BTS for Pinellas County Residents to Monitor and Prepare for Hurricane Season
27	Special Needs Application	The Special Needs application allows citizens with special needs to register for evacuation services including transportation and shelter during an emergency evacuation. This application was modified in 2015 to utilize Esri geocoding service. This application is used by numerous outside agencies.
28	WebEOC Professional	WebEOC Professional is a crisis information management application.
29	E-app	Application to facilitate the electronic application for services provided by Human Services
30	Adult Use	An internal application supporting mandated license management, tracking and reporting for adult entertainment organizations (clubs & retail).
31	Bingo	An internal application supporting license management, tracking and reporting of Bingo operators.
32	Consumer Complaints Application	The Consumer Complaints Application Admin application is a client/server virtualized application that is deployed to each user desktop. The application provides the functionality for internal users to format, perform mail merge, and develop potential cases for investigations. These ZCM Virtualized Applications listed below by their ZCM bundle name are the internal (Intranet) functionality behind the public facing Consumer Complaints Application Public located on the Pinellas County Consumer Protection web page

33	Funeral Home/Cremation Billing System	This application creates invoices and receipts for cremation approvals by the Medical Examiner. The Medical Examiner must approve all cremation approvals for Pinellas and Pasco Counties. Starting in 2007/2008, the then Department of Justice and Consumer Services (now Justice Coordination) uses this application to bill funeral homes \$35.00 for each Medical Examiner approval. The application will generate the invoices each quarter and allow users to enter the check detail received for payment. Reports can be printed to show total amounts billed, received and amounts due in total or by individual funeral home.
34	JCS License Expire Mailer	JCS License Expire Mailer is a batch application creating automated email reminders of license expiration for Bingo, Adult User and High Prescribing Health Clinic business license owners.
35	Communications Video Library ADF Prod	The Communications Video Library ADF application functions as an electronic catalog reference for video footage maintained by the PC Communications department. Video staff enter data to incorporate new footage records added to the library.
36	Website Development/Maintenance	External and internal website presence
37	Budget Detail Application ADF	<p>The Budget Detail Application ADF will be used for FY17 and replaces the Tactical Budget Application used for FY16. The Tactical Budget Application will still be used by Admins for historical reference purposes. Budget Detail Application ADF contains the same automated functionality as the Tactical Budget Application it replaces.</p> <p>This application has an extract to BI Reporting currently in test environment - scheduled to move to production 4/13/2016. Add as interface with BI for use by OMB.</p>
38	Fort DeSoto Campground Reservation System	An external application for reserving and paying for campground sites at Fort DeSoto Park.
39	Outbound Parks Shelter Reservation System	Creates reservations of shelters and reserves activities provided and managed by Pinellas County Parks & Conservation Resources in coordination with UF/IFAS Extension and Pinellas County Schools . The application provides three reservation launch points which link to the following modules: Pinellas County Extension Reservations, Heritage Village Reservations and Park and Recreation Shelter Reservations. A fourth module is used by Pinellas County Economic Development as their business class reservation system and is hosted by the vendor.
40	Park Parking Permit	An internal application for the administration and management of beach and boat ramp annual parking permits. The Park Parking Permit application launches the CyberSource Credit Card Payment Gateway for credit card transaction processing. https://internal.co.pinellas.fl.us/ParkPermit/faces/index.jspx
41	Open Town Hall / Peak Democracy	<p>Open Town Hall is an online civic engagement service (SaaS) designed to assist government agencies and their citizen communities identify and explore public projects and interests while increasing transparency and building public trust via a collaborative Open Town Hall Portal.</p> <p>Pinellas County Planning Department purchased a subscription to use Open Town Hall for a trial period of one year. Product lifecycle below displays "Active" as of contract date and as product is SaaS there will be no end of support date.</p>
42	Public Involvement	The Public Involvement application is used to document public involvement cataloging in an Access 2013 database who was involved, where the involvement took place and the date and time of occurrence. The application provides an annual report. Application upgraded to ADF 12c and moved to PSC on 11/19/2015.

43	MasterWorks CMS 9 New	MasterWorks Construction Management System (CMS) 9 application supports the Capital Improvement Project (CIP) programs as a cloud solution.
44	VCMS Vector Control Management System	<p>VCMS - the Vector Control Management System, a 32-bit application, is used by the Pinellas County Mosquito Control department for mosquito/vector control and integrated pest management (IPM). VCMS connects mobile field staff handhelds or laptop computers to a centralized database management system with integrated GIS/mapping capabilities. Vendor Electronic Data Solutions acquired the VCMS from Clarke on February 15, 2011. Mid 2012, VCMS will not receive further updates or enhancements. Minimal paid support during 2011-2012. Platform deployments of VCMS were encouraged to convert and migrate their data to Sentinel GIS during Spring/Summer 2011.</p> <p>VCMS is supported on the following hardware mobile devices: Trimble, Juniper, iPAQ and Intermec</p>
45	Enforcement & Fertilizer	<p>An internal application used to monitor compliance of commercial landscape best practices, training, and regulate the sale and use of fertilizers per Pinellas County Ordinance Chapter 58; Article X111. - Landscape Maintenance and Fertilizer Use and Application.</p> <p>Application upgraded to 12c 2/18/2016.</p>
46	WaterNav	<p>An internal application used to track and record information on dock permitting, dredge/fill, professional mangrove trimmers and complaints. This application combined three legacy Access applications deployed in a phased approach. Phase 1, Dock Permitting will capture dock and dredge/fill information. Only Phase 1 was completed.</p> <p>The business process - Water & Navigation Permitting is fee-based and a list of those fees and deposits can be found on the Water & Navigation Permitting Process Fact Sheet, however the WaterNav application does not process payments. The administration of Dock/Dredge Permitting generates between \$600,000 to \$1,000,000 annually.</p>
47	Cameleon 360 Surveillance ITS V4 System	<p>The Cameleon 360 Surveillance ITS V4 System is a bundled application which includes Cameleon Enterprise V4 and Chameleon ITS V4.</p> <p>Cameleon 360 Enterprise V4 is advanced camera control and display software, featuring hybrid IP/analog video, client-to-multiple server and server-to-server architecture, and multi-purpose windows that allow you to control live and archived video, view site maps, connect to and control remote PCs, and connect to the Internet.</p> <p>The Cameleon ITS V4 software features all the video control functionality of Chameleon Version 4, plus configurable lane control and device drivers for dynamic message signs, detector stations, traffic control gates, signal heads, blank-out signs, and more.</p> <p>Cameleon supports intelligent transportation systems.</p>
48	Engineering Traffic Signals	<p>The Engineering Traffic Signals application is used to manage and track operational as well as maintenance workflow for all traffic signal devices including crosswalk and crossing signals. Features include views/forms of equipment records by intersection, controller, timing, cycle/offset/splits, base day plans, week plan, year plan and comments as well as reports, call log and call detail forms.</p> <p>Application moved to PSC 4/2016.</p>

49	Ward Fuel Automated Fuel System	<p>The Ward Fuel Automated Fuel System controls access to the fuel pumps by requiring employee card and vehicle id. This application supports a the business process of Fuel Management.</p> <p>The services for the Fleet Automated Fuel System include 23 Fuel Control Terminals(FCT) located at each of the fuel pumps in use by Pinellas County. A communications server polls the FCT 4 times/day to gather fueling information and imports into the fuel database. Citrixfleet is the web server for this application.</p>
50	Prolease Lease Administration	Check out: www.plangrid.com
51	Drivers License Transcript Retrieval	Internal application used to acquire copies of driver license transcripts of employees of Pinellas County who will drive county vehicles. This module supports one-off driver license transcript requests only. Pinellas County pays a fee to the Florida DMV (Department of Motor Vehicles) per transcript: \$2.00 per clean transcript and \$8.00 per transcript with infractions.
52	Marsh ClearSight Software Platform	<p>The Marsh ClearSight Software Platform is a risk management software suite comprised of 25 license applications</p> <p>Current Contract Information: Contract#156-0153-M contract expire:02-04-2019 Vendor: Marsh Clearsight LLC PO#422518</p>
53	FOGTracker	Vendor hosted software as a service which organizes and manages all aspects of Fats, Oil and Grease (FOG) Programs. Business functions include facility inventory, inspection management, extractor maintenance tracking, violation management and forms and reporting capabilities. Regional Authority Portal, FSE Management, Hauler Management, Hauler Portal, Disposal Site Portal and Inspection Portal are the included modules.
54	Pinellas County Solid Waste Reporting System	<p>This module of the CompuWeigh System aka Web Reporting Module provides the ability to grant Web access to the customer base or employees allowing them to view transactions associated with their accounts and create transaction reports. Requires login/password.</p> <p>URL: https://scalehouse.pinellascounty.org</p>
55	Scalehouse CompuWeigh	Scalehouse applications
56	Bentley WaterGEMS	<p>Bentley WaterGEMS provides a comprehensive set of decision support tools for water distribution networks. WaterGEMS provides the following functionalities: pipe analysis and valve criticality; fire flow capacity assessment; construct and manage hydraulic models; water distribution network design; flushing plan development; water leakage identification; energy use management; pipe renewal prioritization and real time network simulations.</p> <p>Product can publish i-models (containers for the open exchange of infrastructure information) in 2D or 3D.</p>
57	CUES CCTV	<p>CUES is a truck-mounted closed-circuit television video (CCTV) capture and inspection, rehabilitation pipe profiling equipment and asset inspection/decision support software for sanitary and storm sewers, industrial process lines and water lines.</p> <p>This application does not run within a browser and does not have a Java dependency. http://www.cuesinc.com/</p>

58	Granite XP	<p>GraniteXP is a comprehensive data collection and management software for the pipeline inspection industry. Built using MS Visual Studio. This application supports import of Esri geodatabase data. Includes the following features: a standard and custom report creator with built-in templates, email from within the GraniteXP UI, multiple format data export (CSV, MS Access, PACP, MACP, WRc, Azteca Datadump, GBA, Flexidata-PACP & NezteK), pluggable architecture as well as support for reverse setups and video streaming simultaneously with image viewer.</p> <p>Version 5.4.17 Release date</p>
59	ITRON Field Collections System (FCS)	
60	LinkoCTS New	<p>Water utility management pre-treatment software with Hauled Waste, Permit Writer, Surcharge Assistant, LinkoPipe and Sampling Assistant modules.</p> <p>Version 16.0 pending release data 2017 2QTR</p>
61	QAS Pro 7.28	<p>Address verification software used by Public Utilities - Billing. Provides address verification using USPS postal standard. The application provides quarterly updated address data and preserves 2 prior quarters in a file system backup. The application supports 2 different address formats: wrap (standard address wrap) and string (all one line).</p> <p>Version QAS Pro 8.28 scheduled go-live 10/28/2015</p>
62	Utilisphere IRTHNET	<p>Utilisphere IRTHNET is a ticket driven, cloud based, mobile in the field collection software-as-a-service used to identify and mark utility locations in support of Sunshine 811 - Florida Statutes Chapter 556 - Underground Facility Damage Prevention and Safety Act. Maps are built-in on top of Google Maps and Bing which are embedded in the product.</p> <p>Supports all mobile devices through downloadable app and browser access.</p> <p>Web login page: https://www.irth.com/IRTHNET/login.asp</p> <p>Annual contract extension/renewal date 2/28/2016 (Contract# 112-0308-SS(AA))</p>