

Clearwater, Florida, April 19, 2018

The Pinellas County Business Technology Services (BTS) Board met in regular session at 2:00 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
Jeffrey Byrkit, representing Property Appraiser Mike Twitty (non-voting)
Deborah B. Clark, Supervisor of Elections
Janet C. Long, County Commissioner
Thomas Lancto, representing Sheriff Bob Gualtieri (voting)
Bob Dillinger, Public Defender
Chief Judge Anthony Rondolino, Sixth Judicial Circuit
Karen Williams Seel, County Commissioner (late arrival)
Charles W. Thomas, Tax Collector

Not Present

Bob Gualtieri, Sheriff
Mike Twitty, Property Appraiser

Also Present

Jeff Rohrs, Chief Information Officer (CIO), BTS
Jason C. Ester, Senior Assistant County Attorney
Other interested individuals
Jenny Masinovsky, Board Reporter, Deputy Clerk

AGENDA

1. Call to Order – Chair, Commissioner Welch
2. Designation of Voting Members – Chair, Commissioner Welch
3. Action Item – Approval of Meeting Minutes – Chair, Commissioner Welch
BTS Board Meeting – February 12, 2018
4. Citizen Comments – Chair, Commissioner Welch
5. Action Item – BTS FY19 Strategic Plan – Jeff Rohrs
6. Action Item – BTS FY19 Budget – Jeff Rohrs
7. Action Item – BTS FY19 Decision Packages – Jeff Rohrs
8. Action Item – Presentation of TSC Charter – Chris Short
9. Discussion Item – Centralized Email System – Belinda Huggins
10. Discussion Item – Cybersecurity Workshop – Jeff Rohrs
11. Discussion Item – CIO Goals and Department Plan – Chair, Commissioner Welch
12. Discussion Item – BTS Board – Open Items
13. Adjournment

April 19, 2018

A PowerPoint presentation titled *Pinellas County Business Technology Services Board Meeting, April 19, 2018*, 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 2:00 P.M.

DESIGNATION OF VOTING PROXIES

Chairman Welch noted the two individuals in attendance representing the absent members; whereupon, Thomas Lancto indicated that he would be voting on behalf of Sheriff Gualtieri.

MINUTES OF FEBRUARY 12, 2018 MEETING – APPROVED

Upon presentation by Chairman Welch, Mr. McCabe moved, seconded by Commissioner Long and carried unanimously, that the minutes of the meeting of February 12, 2018 be approved.

CITIZEN COMMENTS

No one appeared in response to the Chairman's call for persons wishing to be heard.

BTS FISCAL YEAR 2019 STRATEGIC PLAN

Referring to the portion of the PowerPoint presentation reflecting the BTS 2019 Strategic Plan overview, Mr. Rohrs indicated that the full plan, which has been made a part of the record, was forwarded to the members prior to the meeting; and that it was expanded and updated from last year; whereupon, he discussed the vision, core values, strategic goals, and the narrowed mission resulting from the vertical application realignment, emphasizing the importance of the following:

- Continuing to strive to be the County's service provider of choice;
- Aligning all BTS initiatives under the strategic goals;

- Having the finances and maintaining a talented and trained workforce to achieve the ultimate goal of providing outstanding customer service;
- Focusing on Enterprise Services and Applications (EGIS, OPUS, and Justice CCMS), delivering excellent infrastructure support, and ensuring cybersecurity; and
- Continuing to improve and expand in the areas of open data, user experience, and especially, application integrations.

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Commissioner Seel entered the meeting at 2:07 P.M.

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In response to queries by Commissioner Long regarding cybersecurity, Mr. Rohrs indicated that BTS keeps track of hacking attempts into the County information systems; that of 155 million attempts received on average per day, one percent represents a threat; and that there are many data sharing resources from which BTS obtains intelligence data concerning the matter; whereupon, he related that a later agenda item proposes a cybersecurity workshop to address the matter in further detail.

Chairman Welch suggested that a workshop take place in July in lieu of a regular meeting, and brief discussion ensued. Responding to query by Mr. McCabe, with input provided by Attorney Ester, he indicated that the portion of the workshop pertaining to security would be a shade meeting; and that discussion of the Board's responsibilities under the Interlocal Agreement will be added to the agenda pursuant to a request by Mr. Thomas.

Ms. Clark discussed the efforts undertaken by the Supervisor of Elections (SOE) Office with regard to cybersecurity, noting that the SOE has been very proactive in making its systems as secure as possible; that SOE's Information Systems Administrator Mark Gillette is a member of the National Voting System Security Task Force; and that Mr. Rohrs and his staff, the County Administrator, and the Board of County Commissioners have provided the needed support and resources to improve the systems, and brief discussion ensued.

Chairman Welch complimented Mr. Rohrs on the Strategic Plan, including its clean layout and color coding, and Mr. Rohrs commended the Clerk's Office for assistance with printing the document at a low cost.

Thereupon, Commissioner Long moved, seconded by Commissioner Seel and carried unanimously, that the Strategic Plan be approved.

BTS FISCAL YEAR 2019 BUDGET

Mr. Rohrs noted that the proposed Fiscal Year 2019 BTS Budget supports the organization's Strategic Plan; whereupon, he continued the PowerPoint presentation and discussed the recent changes within BTS leadership and the importance of partnering with the Human Resources Department with regard to succession planning.

Mr. Rohrs provided demographical information regarding the staff, relating that several employees are currently eligible for retirement; and that a number of positions will be vacated due to the Deferred Retirement Option Program (DROP) over the next three years; whereupon, the members discussed DROP policies in their own organizations, and Judge Rondolino mentioned that there may be opportunities to bring highly skilled employees back to BTS to work in lower ranks at pay rates below the market value.

Mr. Rohrs indicated that the proposed base budget consists of Labor and Operating expenses in the approximate amount of \$32,817,000, noting that it has been adjusted by a few thousand dollars since the presentation was published due to intergovernmental and other charges; and that the total budget request, in the amount of \$37,630,350, also includes funds associated with the Capital Improvement Plan and previously approved projects; whereupon, he pointed out the 3- and 26-percent decreases in the proposed base and total budgets, respectively, as compared to last year.

Mr. Rohrs provided a breakdown of the Labor, Operating, and Capital Improvement Plan allocations and the top operating expenses, highlighting that 46 percent of the budget is allocated to staff, which consists of 146 full-time employees, including 10 to 15 current vacancies; that dependency on contractual services has been reduced; that 80 percent of the operating expenses relate to services provided to the County; and that staff is looking for ways to reduce the growing expenses for enterprise licenses.

During discussion and in response to queries by the members, Mr. Rohrs, with input provided by BTS Finance and Administration Manager Gregory Carro, indicated that the base budget target is calculated by the Office of Management and Budget; that the increase in the total budget for 2018 was attributed to personnel and intergovernmental costs; that the proposed budget does not include any contingency funds; and that the agreement with Oracle America Inc., which represents the highest operating expense, ends on January 29, 2019, at which point it will be renegotiated or the

strategy with regard to Oracle will change. He pointed out that while the aforementioned 26-percent budget decrease is actually due to the realignment of resources and projects to the Office of Technology and Innovation under the County Administrator, there is a significant decrease with regard to contractual services; whereupon, he provided information regarding the previously approved projects included in the total budget request.

Mr. Thomas moved, seconded by Commissioner Long and carried unanimously, that the Fiscal Year 2019 BTS Budget be approved.

BTS FISCAL YEAR 2019 DECISION PACKAGES

Mr. Rohrs indicated that the five decision packages have been vetted by the respective governance groups, the Consolidated Justice Information System (CJIS) User Policy Board, Enterprise Geographic Information System (EGIS) Steering Committee, and Oracle Business Application Executive Committee (OBAEC); and that the groups created priority lists of enhancements for the Board's consideration; whereupon, he presented the packages, as outlined in the PowerPoint presentation, totaling \$775,165 in one-time costs and \$287,750 in recurring costs, and provided background information regarding the stakeholders, intent, cost, and benefits and responded to queries by the members.

In response to queries by Chairman Welch, Mr. Rohrs indicated that enhancements proposed for the Tyler Odyssey System would be incorporated into the core product and included in future releases, eliminating the need for customization. Later in the discussion, Mr. Burke provided input regarding the Tyler Jury System, and Messrs. Burke and Rohrs noted the value in continuing the partnership with Tyler Technologies.

Mr. Dillinger related that due to construction at the Justice Center, the Public Defender's Office is facing a \$100,000-per-year rent cost for a document storage facility, and inquired about the possibility of BTS or the County scanning a large volume of paper files. The members discussed document retention requirements and record keeping practices within their organizations, and Mr. Rohrs indicated that he would research opportunities to address the issue, noting that the Clerk's Office houses a center of excellence for documenting and scanning. Following discussion of various options and responding to query by Chairman Welch, Mr. Burke reiterated that pursuant to an agreement with the County, the Clerk's Office provides scanning and record maintenance services for the County and its agencies.

Mr. Burke indicated that there are unfunded mandates forthcoming from the state which pertain to certain technological requirements, including a bill relating to data collection, and expressed concern about accounting for that type of expenditure in the BTS budget since it does not carry a contingency reserve. Mr. Rohrs noted that the enhancements proposed in the decision packages are not meant to address a large unfunded mandate; and that in general, once the scope of expenses associated with a mandate is identified, it is brought forth to the Office of Management and Budget; whereupon, Mr. Burke noted the importance of alerting the Commissioners with regard to the anticipated additional expenditures at the time the BTS budget is presented to them.

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Mr. Dillinger left the meeting at 2:57 P.M.

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Mr. Rohrs indicated that the Audit and Security Initiative decision package was recommended by OBAEC; that it involves an audit security tool providing the ability to proactively prevent fraud within the OPUS system; that the Clerk's Office has prepared a positive business case regarding the tool; and that the package was inadvertently left out of the last year's funding request. Mr. Burke provided input, noting that several agencies, including Human Resources, the County Administrator's Office, and the Clerk's Office, support the initiative; whereupon, at the request of Chairman Welch, Mr. Burke agreed to provide information regarding the tool and its benefits to the members.

During discussion and in response to queries by Chairman Welch, Office of Management and Budget Director Bill Berger addressed the possibility of utilizing the Penny for Pinellas IV funds for software, given that the ballot language was changed from previous Pennies to enable the use of funds for *technology*, and the members provided input; whereupon, Chairman Welch indicated that Messrs. Berger, Ester, and Rohrs will explore the matter and provide an update to the Board, noting that creative ways of funding decision packages are being considered in view of the potential reduction in the County budget and increase in expenditures in the upcoming year. Mr. Rohrs reiterated that BTS has no contingency reserve, and the only funds put aside for the future are within the Capital Improvement Plan; and that the presented items have been prioritized by the governance groups and many initiatives were eliminated in the process. Mr. Burke provided input regarding the importance of taking into account systems maintenance costs when considering the Decision Packages, noting that maintaining Oracle, which is not part of the Decision Packages, is much more expensive than the Tyler Odyssey System.

Judge Rondolino moved, seconded by Commissioner Long and carried unanimously, that the Fiscal Year 2019 Decision Packages be approved.

PRESENTATION OF TECHNICAL STEERING COMMITTEE CHARTER

Mr. Rohrs related that the item will be postponed until further notice, and at the request of Mr. Burke, he agreed to include it in the agenda for the July workshop.

CENTRALIZED EMAIL SYSTEM

Mr. Rohrs related that Director of Application Services Belinda Huggins has been coordinating the BTS response to the Inspector General's audit of the email system; whereupon, Ms. Huggins provided information about a policy and a form developed to address concerns and meet recommendations resulting from the audit pertaining to delegating access to departing users' mailboxes. In addition, she indicated that staff is working on a report to monitor access to mailboxes pursuant to Mr. Burke's request; and that it will be available for review by the middle of May.

In response to queries by the members, Ms. Huggins indicated that once the policy is posted, the stakeholders countywide will be notified that it is in place, and Mr. Rohrs indicated that public records requests involving other Appointing Authorities that are received by BTS are forwarded to those Authorities.

CYBERSECURITY WORKSHOP

The item was addressed earlier in the meeting under the *BTS Fiscal Year 2019 Strategic Plan*.

CIO GOALS AND DEPARTMENT PLAN

Mr. Rohrs indicated that a continuation of today's discussion regarding the goals will take place during the aforementioned workshop in July, at which time the Board will establish the measurable goals and expectations for the CIO, and Mr. Thomas provided input, noting the value in having metrics to measure progress.

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OPEN ITEMS

No items were discussed.

ADJOURNMENT

The meeting was adjourned at 3:21 P.M.