

Clearwater, Florida, November 15, 2018

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, Chair
Bernie McCabe, State Attorney, Vice-Chair
Bob Dillinger, Public Defender
Janet C. Long, County Commissioner
Jason Malpass, Representing Sheriff Bob Gualtieri (Voting)
Deborah Mells, Representing Ken Burke, Clerk of the Circuit Court
and Comptroller (Voting)
Anthony Rondolino, Chief Judge, Sixth Judicial Circuit
Karen Williams Seel, County Commissioner
Charles W. Thomas, Tax Collector
Mike Twitty, Property Appraiser

Not Present

Ken Burke, Clerk of the Circuit Court and Comptroller
Deborah Clark, Supervisor of Elections
Bob Gualtieri, Sheriff

Others 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 Welch
2. Designation of Voting Members – Chair Welch
3. Action Item: Approval of Meeting Minutes – Chair Welch
 - BTS Board Meeting – April 19, 2018
 - BTS Board Workshop – August 15, 2018
4. Citizen Comments – Chair Welch
5. TSC Updates – Jeff Rohrs
 - ADA Language on County Websites
 - Action Item: Ratify TSC Charter
6. Security Panel Updates – Jeff Rohrs
 - Security Incident Review
 - Updates to Pinellas County Information Security Policy (Section J.-Pg.6)
 - Action Item: Ratify Security Panel Charter

7. BTS Goals Subcommittee – Charles Thomas
8. Action Item: Elections of Chair and Vice-Chair
9. Adjournment – Chair Welch

CALL TO ORDER

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

DESIGNATION OF VOTING PROXIES

In response to query by Chair Welch, Ms. Mells and Mr. Malpass indicated that they would be voting on behalf of the Clerk and the Sheriff, respectively; whereupon, Ms. Mells submitted a Designation of Proxy form, which has been filed and made a part of the record.

MINUTES OF APRIL 19 AND AUGUST 15, 2018 MEETINGS – APPROVED

Mr. McCabe moved, seconded by Chief Judge Rondolino and carried unanimously, that the minutes of the April 19 and August 15, 2018 meetings be approved.

CITIZEN COMMENTS

No one appeared in response to the Chair’s call for persons wishing to be heard.

TECHNOLOGY STEERING COOPERATIVE (TSC) UPDATES

Americans with Disabilities Act (ADA) Language on County Websites

Mr. Rohrs reported that the TSC had a productive year and provided a brief update on its activities and accomplishments; whereupon, he discussed the importance of ensuring compliance with the ADA in light of the changing compliance requirements and interpretations by the court system.

Mr. Rohrs noted that BTS has partnered with the Office of Human Rights in an effort to guarantee accessibility to information. Referring to a notice titled *Requests for Reasonable Accommodations for Persons with Disabilities*, which has been included in the agenda materials, he indicated that BTS began adding it to all County websites and is researching the impact of new technologies on accessibility.

During discussion and responding to queries by the members, Mr. Rohrs indicated that the TSC is leading the effort with regard to compliance; that all of its members agreed that it would be beneficial to hire a third party to evaluate compliance proactively and help understand what changes need to be made and the associated costs; that the third party service cost would be covered within the current BTS budget; and that the above-referenced notice will serve as a conduit for handling the requests for ADA accommodation, but will not address a potential requirement for “immediacy of access.” Attorney Ester advised that the requirements are yet to be determined by the courts; and that while the ultimate goal is that everything on a website is immediately readable, at this point, liability is found with those organizations which are unable, upon repeated requests, to produce a particular document that is compliant.

Mr. Rohrs related that as BTS is currently reworking many of the County and several of the Constitutional Officers’ websites, it will use the opportunity to fulfill the new compliance requirements, noting that a separate process would need to be developed for any future document attachments to those websites.

In response to queries by Chair Welch and Mr. McCabe, Attorney Ester indicated that the County is not involved in a lawsuit relating to the matter, but is in receipt of a letter from a plaintiff in several lawsuits, requesting accessibility to documents; and that other governmental entities are finding it difficult to come into compliance since information on how to do that is limited, noting that documents such as those pertaining to budget appear to be held to higher standards; whereupon, Office of Management and Budget Director Bill Berger shared that his office has been working its way through their documents and inserting metadata for graphics contained therein to make them compliant, and responding to query by Chair Welch, he related that it is being done by OMB staff.

Ratifying TSC Charter

Mr. Rohrs referred to a document titled *Technology Steering Cooperative Charter, Version 0.8, November 9, 2018*, which has been included in the agenda materials, and provided background information regarding the TSC, relating that although it has been in existence for some time, it did not have a formal charter; and that the charter that is being presented to the Board for consideration was authored and approved by the TSC.

In response to query by Chair Welch regarding designating a voting member to represent the Board of County Commissioners (BCC) at the TSC meetings, Mr. Rohrs indicated that Bryan Zumwalt, Director of the Office of Technology and Innovation, is the current BCC representative.

Commissioner Seel moved, seconded by Commissioner Long and carried unanimously, that the TSC Charter be ratified.

SECURITY PANEL UPDATES

Security Incident Review

Mr. Rohrs noted that the Security Panel is an advisory group to the Board, similar to the TSC. He provided information regarding a recent security incident discussed during the security workshop, relating that the attack was aimed directly at employees for the purpose of obtaining their credentials and direct deposit information in order to divert payroll; that 16 employees fell victim to it; and that BTS was able to respond with a timely corrective action, and no money was lost; whereupon, he emphasized the need for security awareness training, and discussion ensued.

Updates to Pinellas County Information Security Policy (Section J, Page 6)

Mr. Rohrs referred to a handout titled *Proposed Language Employee Security Awareness Training*, which has been included in the agenda materials, indicating that the new language that is being presented to the Board for consideration was drafted and approved by the Security Panel and provides for the establishment of a formal security awareness program by all County agencies; and that security awareness training should be completed by employees upon hire and once a year thereafter and can be provided by BTS or the agencies' internal resources.

Responding to queries by the members, Mr. Rohrs provided information concerning BTS online training resources and the effectiveness of training, relating that of the 40 available modules, the completion of approximately 12 would satisfy the program requirements; whereupon, Mr. Rohrs indicated that the Pinellas County Information Security Policy applies to all Constitutional Officers and Appointing Authorities and explained how the message regarding the new requirements will be communicated to them.

During discussion, Mr. Dillinger commented that because it appears that some employees have a cavalier attitude toward information security, he is requesting that the new language be modified to convey that failure to follow security protocols may present a risk of personal financial harm as a consequence, and Chief Judge Rondolino opined that adding that consequence to the policy should be at the agencies' discretion.

Mr. Thomas referred to Section J of the policy, quoting the second bullet point, "personnel must complete security awareness training upon hire and at least annually," and suggested that the new

language also reflect that failure to complete the training by a certain deadline would adversely impact one's system access rights. Responding to queries by Chair Welch, Mr. Rohrs noted the diversity of the agencies and recommended that the matter be determined individually within each group.

Mr. Dillinger moved, seconded by Commissioner Long and carried unanimously, that the Board consider adding a statement to the proposed language that failure to comply with appropriate security standards may subject the employee to financial risk; whereupon, Mr. McCabe clarified that Mr. Rohrs will draft the exact words of the proposed statement and incorporate it into the updated security policy language.

Mr. Thomas moved, seconded by Commissioner Long and carried unanimously, to add the language requiring personnel to complete security awareness training upon hire and at least annually in order to maintain system login rights; and Chair Welch clarified that each organization would determine how the policy would be implemented.

Thereupon, Mr. McCabe moved, seconded by Commissioner Long, that the updated Security Policy be approved as amended, and upon call for the vote, the motion carried unanimously.

Ratifying Security Panel Charter

Mr. Rohrs referred to a document titled *Security Panel Charter, Version 0.1, October 4, 2018*, which has been included in the agenda materials, noting that the charter was drafted using a template similar to the TSC charter; and that it formalizes the charter and has been approved by the Security Panel.

Commissioner Long moved, seconded by Commissioner Seel and carried unanimously, that the Security Panel Charter be ratified.

BTS GOALS SUBCOMMITTEE

Chair Welch briefly introduced the item, noting that Mr. Thomas was selected as the subcommittee's Chair; whereupon, Mr. Thomas related that the first meeting of the subcommittee was not properly noticed to the public, and at his request, Attorney Ester provided further information on the matter, indicating that no formal actions or voting had occurred; and that the improper noticing would be cured by including the detailed notes of the meeting in the record.

Mr. Thomas moved, seconded by Commissioner Long and carried unanimously, that the notes be included in the record. Accordingly, the notes have been filed and made a part of the record.

Mr. Thomas provided a brief overview of the meeting, relating that Mr. Malpass was selected as the subcommittee's Vice-Chair; and that the meeting offered an opportunity to discuss methodologies for setting key performance initiatives and measurable goals for the BTS CIO, including strategic goals. Responding to queries by Chair Welch, Mr. Rohrs indicated that the next step in the process of developing the goals and measures will be to establish a task force to develop a survey of the potential measures and key performance initiatives for stakeholders to review, and Ms. Mells stated that Mr. Burke had no comment with regard to the subcommittee meeting.

ELECTIONS OF CHAIR AND VICE-CHAIR

In response to comment by Mr. McCabe, Chair Welch noted that the BTS Board had a productive year; and that because an organization benefits from chair rotations, he would not be serving as the Board Chair next year. Responding to query by Chair Welch, Mr. Rohrs confirmed that there are no contingent items in the BTS budget, and discussion ensued.

Commissioner Long moved, seconded by Mr. Thomas and carried unanimously, that Mr. McCabe be appointed as Chair of the BTS Board for 2019; whereupon, she moved that Sheriff Gualtieri be appointed as Vice-Chair. Following discussion, she withdrew her motion.

Thereupon, Mr. McCabe moved, seconded by Chief Judge Rondolino and carried unanimously, that Mr. Burke be appointed as Vice-Chair.

ADJOURNMENT

The meeting was adjourned at 2:43 P.M.