

Clearwater, Florida, February 27, 2019

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:

Bernie McCabe, State Attorney, Chair
Deborah B. Clark, Supervisor of Elections
Claretha N. Harris, representing Clerk of the Court and Comptroller Ken Burke (non-voting)
Janet C. Long, County Commissioner
Jason Malpass, representing Sheriff Bob Gualtieri (non-voting)
Doug Peat, representing Tax Collector Charles W. Thomas (non-voting)
Kathleen Peters, County Commissioner
Betty Raybold, representing Public Defender Bob Dillinger (non-voting)
Mike Twitty, Property Appraiser
Kenneth T. Welch, County Commissioner

Not Present

Ken Burke, Clerk of the Circuit Court and Comptroller, Vice-Chair
Bob Dillinger, Public Defender
Bob Gualtieri, Sheriff
Chief Judge Anthony Rondolino, Sixth Judicial Circuit
Charles W. Thomas, Tax Collector

Also Present

Jeff Rohrs, Chief Information Officer (CIO), BTS
Jason C. Ester, Senior Assistant County Attorney
Other interested individuals
Teresa Adkins, Board Reporter

AGENDA

1. Call to Order –Bernie McCabe, Chair
2. Designation of Voting Members Bernie McCabe, Chair
3. Approval of Meeting Minutes –Bernie McCabe, Chair
 - BTS Board Meeting – November 15, 2018
4. Citizen Comments –Bernie McCabe, Chair
5. Legal Update – Jason Ester, Senior Assistant County Attorney
6. OPUS Availability – Jeff Rohrs, CIO
7. Security Awareness Policy – Jeff Rohrs, CIO
 - Updates to Pinellas County Security Policy (Section J., Page 6)
 - Action item: Ratify Security Policy
8. BTS Subcommittee – Charles Thomas, Tax Collector
9. Adjournment – Bernie McCabe, Chair
10. BTS Operations Center and Showroom Tour – Jeff Rohrs, CIO

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A PowerPoint presentation titled *Pinellas County Business Technology Services Board Meeting, February 27, 2019*, consisting of the presentations referred to in the minutes, has been made a part of the record.

CALL TO ORDER

Chair McCabe called the meeting to order at 2:02 P.M. and confirmed the presence of a quorum.

DESIGNATION OF VOTING PROXIES

Chair McCabe noted the individuals in attendance representing absent members, and at his request, they identified themselves for the record.

MINUTES OF NOVEMBER 15, 2018 MEETING – APPROVED

Upon presentation by Chair McCabe, Commissioner Welch moved, seconded by Commissioner Long and carried unanimously, that the minutes of the meeting of November 15, 2018 be approved.

CITIZEN COMMENTS

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

LEGAL UPDATE

Attorney Ester discussed a citizen lawsuit filed against the BTS Board approximately two years ago alleging that two meetings had been insufficiently noticed. He reported that the case continues to proceed; and that a hearing will take place in late April regarding a cross motion for summary judgment. In response to query by Chair McCabe, he provided further information regarding the case.

ORACLE PROJECT UNIFIED SOLUTION (OPUS) AVAILABILITY UPDATE

Referring to a slide titled *OPUS Availability Issues*, Mr. Rohrs discussed challenges experienced during the latter part of 2018 and the ensuing stabilization efforts, relating that BTS has completed a comprehensive review of the OPUS environment. He indicated that staff have been unable to identify the root cause of the problem; that an architectural review with Oracle is pending; and that his office is working with the Office of Technology and Innovation to leverage a vendor contract with Applications Software Technology Corporation (AST) to provide further assistance; whereupon, he related that BTS is working with the Oracle Business Application Executive Committee to update the OPUS service level agreement.

Responding to query by Commissioner Welch, Mr. Rohrs discussed OPUS availability for the first two months of the year, indicating that the system was down for two hours in January.

Responding to queries by Ms. Harris, Application Services Director Belinda Huggins related that her office is in conversations with Oracle regarding the expectations of the upcoming architectural review; and that a start date has not yet been determined; whereupon, she indicated that the expectations of the architectural review are to perform a check of the overall timing and an assessment of the modules being used, and Mr. Rohrs noted that it will include a request to look at the process of authentication and security areas around encryption.

Ms. Huggins indicated that in addition to reaching out to Oracle, BTS is performing internal independent research regarding application performance monitoring solutions and continues to do a *proof of value* on the project; whereupon, she confirmed that AST previously worked with BTS as an implementation vendor.

Thereupon, Chair McCabe acknowledged and welcomed Commissioner Peters as a new member of the Board.

SECURITY AWARENESS POLICY

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

Referring to a slide titled *Information Security Policy Change Security Awareness Training*, Mr. Rohrs discussed the proposed language and amendments that are being presented to the members for consideration, including an alternative amendment regarding employees who do not complete required security training. Following discussion regarding the amendment language and providing

security training as part of the orientation process, Mr. Rohrs agreed to revise the amendment language and emphasize the importance of security training for newly hired employees.

Responding to queries by Commissioner Long, Mr. Rohrs discussed how BTS and the Appointing Authorities are able to monitor the security training of staff; whereupon, Chair McCabe suggested that department heads be notified regarding employees who are delinquent in their training.

Ratifying Security Policy

Commissioner Welch moved, seconded by Commissioner Peters, that the proposed language including all three amendments and incorporating the orientation intent suggested by Commissioner Long be approved. Upon call for the vote, the motion carried unanimously.

BTS GOALS SUBCOMMITTEE

On behalf of BTS Board Subcommittee Chair Charles Thomas, Mr. Rohrs provided an update regarding the item. He referred to a slide titled *BTS Goals Subcommittee Update* and introduced the current members of the subcommittee, indicating that the group met and discussed its strategy for moving forward, which is to establish a working group of subject matter experts focused on strategic performance and goals.

Mr. Rohrs introduced the members of the working group, and related that they were tasked with creating a survey of potential metrics and goals; and that after review by the BTS Board, the Appointing Authorities, and the Technology Steering Committee, the subcommittee would then present its recommendation at the April 18 BTS Board meeting; whereupon, responding to query by Chair McCabe, Commissioner Peters volunteered to take the place of Commissioner Seel on the subcommittee.

MISCELLANEOUS DISCUSSION

Mr. Rohrs announced that BTS is actively working on its budget submittal due to the Office of Management and Budget next week, to come before the Board on April 18; and that he is happy to announce that Bill Geffert has been selected as the new Chief Technology Officer for BTS and will start on March 11.

Responding to query by Chair McCabe, Mr. Rohrs provided background information on Mr. Geffert and noted that he will introduce him at the next BTS Board meeting; whereupon, on behalf

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of the Clerk, Ms. Harris requested that a report be provided at the next meeting regarding OPUS stabilization efforts.

Thereupon, Chair McCabe related that Mr. Rohrs would be leading a tour of the BTS Operations Center and Showroom immediately following the meeting.

ADJOURNMENT

The meeting was adjourned at 2:28 P.M.