

## BUSINESS TECHNOLOGY SERVICES

Business Technology Services (BTS) provides a full suite of technology services to all BCC Departments, as well as continuing services to the Constitutional Officers, Independent Agencies and the Courts. BTS will provide value to the citizens by enabling the business strategies of Pinellas County Government. The BTS Department is governed by the BTS Board. This Board consists of representation from each Constitutional Officer, two Commissioners, the County Administrator and the Judiciary.

### 0601 BUSINESS TECHNOLOGY SERVICES FUND

Department Revenues by Fund		FY10 Budget	FY10 Projection	FY11 Request
0601	INTERNAL SERVICES CHARGES	36,807,870	36,807,870	27,286,420
	CHARGE FOR SVC-OTHER	2,100,000	1,114,000	1,710,000
	INTEREST EARNINGS	50,350	280,000	190,000
	OTHER MISCELLANEOUS REVENUES	48,080	159,390	94,460
	TRANSFER FROM FLEET MANAGEMENT FUND	0	0	1,200
	BEGINNING FUND BALANCE	13,110,780	13,777,500	12,150,410
<b>TOTAL REVENUES</b>		<b>52,117,080</b>	<b>52,138,760</b>	<b>41,432,490</b>

Department Expenditures by Fund/Cost Center		FY10 Budget	FY10 Projection	FY11 Request
0601	4510100 BTS - ENTERPRISE LICENSES & MAINTENANCE	3,331,920	3,326,500	2,489,930
0601	4511000 BUSINESS TECHNOLOGY SERVICES	22,494,510	21,863,150	18,155,310
	<i>Reserves</i>	<i>100,000</i>	<i>0</i>	<i>100,000</i>
<b>TOTAL RECURRING REQUEST WITH RESERVES</b>		<b>25,926,430</b>	<b>25,189,650</b>	<b>20,745,240</b>
<i>Oracle Maintenance Additional Funding Request</i>				<i>947,000</i>
<b>TOTAL RECURRING EXPENDITURES WITH RESERVES</b>		<b>25,926,430</b>	<b>25,189,650</b>	<b>21,692,240</b>

0601	4512000 BTS - BCC STRATEGIC PROJECTS	2,718,040	2,718,040	1,100,000
0601	4513000 BTS - UTILITIES ENTERPRISE	3,252,990	2,202,150	1,347,120
0601	4514000 BTS - OPUS PROJECT	7,288,520	8,481,320	8,618,680
0601	4515000 BTS - COMPUTER REPLACEMENT PROGRAM	1,550,000	1,200,000	1,140,540
0601	4516000 BTS - JUSTICE CCMS PROJECT	2,731,100	197,190	6,533,910
0601	TBD BTS - ENTERPRISE CAPITAL IMPROVEMENT PLAN	0	0	500,000
0601	4511000 BUSINESS TECHNOLOGY SERVICES-FUTURE RESERVES	8,650,000	0	500,000
<b>TOTAL PROJECT EXPENDITURES REQUEST</b>		<b>26,190,650</b>	<b>14,798,700</b>	<b>19,740,250</b>

#### **TOTAL EXPENDITURES REQUEST**

<b>52,117,080</b>	<b>39,988,350</b>	<b>41,432,490</b>
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#### **Personnel Summary**

Total Permanent Positions	<b>166</b>	<b>120</b>
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#### **Target Reconciliation**

FY10 Projection Target of 97% (Recurring expenditures)	97%
FY11 Budget Request Target of \$20,745,240	\$21,692,240
FY11 Budget Target of 15%	10.4%
FY11 Budget Target of 15%, without new request	15%

Pinellas County FY11 Budget Development  
Major Program Budget Service Level Changes

Business Technology Services

**REDUCTIONS**

<u>Program/Service</u>	<u>Financial Impact</u>	<u>FTE</u>	<u>Result</u>
Maintaining Business Operations	(\$10,647,121)	(112)	<p>Business Technology Services (BTS) restructured and reorganized its organization. Resources impacted by this restructuring were either re-appropriated from Operations to Implementing Business Projects or laid off as part of a cost savings/reduction strategy. Post restructuring, 30% of BTS resources will be allocated to this program area. All 5 FY11 Cost Savings/Reduction Strategies impacted this (and all) program areas.</p> <p>Strategies:</p> <ul style="list-style-type: none"> <li>• Voice over Internet Protocol (VoIP) technology for providing telephone communications services throughout the county</li> <li>• Establish a policy and procedure for the implementation of a stipend for the use of personal mobile devices in lieu of BlackBerry, cell phone, and pager devices currently provided by BTS for use in performing county business</li> <li>• Establish and administer an Application Services Provider (ASP) contract agreement for the external hosting of mainframe computer services until such time as the OPUS and JUSTICE projects have been completed</li> <li>• Exploit technology and standardization for the centralization and remote maintenance of personal computers in lieu of dispatched field desktop support</li> <li>• Establish and administer a service contract agreement for providing level-1 Customer Support Center (CSC) operations externally</li> </ul>

Pinellas County FY11 Budget Development  
Major Program Budget Service Level Changes

Business Technology Services

**REDUCTIONS**

<u>Program/Service</u>	<u>Financial Impact</u>	<u>FTE</u>	<u>Result</u>
Protecting County Information Assets	(\$117,323)	(1)	Business Technology Services (BTS) deleted 1 full-time position. All software resources were maintained.
Enterprise Licensing & Maintenance	\$2,291,120	0	This program was previously part of Maintaining Business Operations and was split out as its own program in FY10/11. This program pertains to all licensing & maintenance applied across the enterprise (Pinellas County Government). Enterprise licensing examples: Oracle, Maximo, Computer Associates (CA), Permits Plus, Global 360, AutoDesk, etc.
Ensuring Business Continuity	(\$413,010)	(1)	BTS is pursuing backup facilities by other means, plans to delete one (1) full-time position and plans to discontinue its contract with Sun Guard. BTS internal business processes and disciplines will absorb business continuity and disaster recovery planning, policies and procedures.
Implementing Business Projects	\$5,397,309	61	BTS restructured and reorganized its organization. Resources impacted by this restructuring were either re-allocated from Operations to Implementing Business Projects or laid off as part of a cost savings/reduction strategy. Post restructuring, 70% of BTS resources will be allocated to this program area.
Administrative Services	\$62,425	4	BTS re-allocated 4 full-time positions to this program area in an effort to centralize all BTS budget, procurement, program accounting (PC Program, Telecom, etc.), invoicing/billing and back office administrative functions and responsibilities.
Service Fund Allocation	\$316,410	0	Increase in full cost and risk allocations.
<b>Total Reductions</b>	<b>(\$3,110,190)</b>	<b>(49)</b>	

Pinellas County FY11 Budget Development  
Major Program Budget Service Level Changes Funding Requests

Business Technology Services

**NON-RECURRING REQUESTS**

<u>Program/Service</u>	<u>Financial Impact</u>	<u>FTE</u>	<u>Result</u>
OPUS Project	\$2,161,480	2	Total project cost is \$17.3 million, of which \$15.2 million has been budgeted for previously. The \$2.16 million represents the remainder of the cost necessary to complete the project, which will be funded from general fund non-recurring funds. The project added 2 full time employees: OPUS Project Sponsor and OPUS Change Agent only for the duration of the project.
Justice CCMS Project	\$4,000,000	1	Additional non-recurring funding is needed to continue year 2 of the new Justice Consolidated Case Management System project. \$2,533,910 will also be re-appropriated from FY10 budgeted funds projected to be unspent in the current year. Additional funding in future years will be needed to complete this project. The project added 1 full time employee, Justice Change Agent, only for the duration of the project.
<b>Total Non-Recurring</b>	<b>\$6,161,480</b>	<b>3</b>	

**RECURRING REQUEST**

<u>Program/Service</u>	<u>Financial Impact</u>	<u>FTE</u>	<u>Result</u>
Oracle Maintenance Fees	\$947,000	0	Additional recurring maintenance fees to Oracle, resulting from the new contract approved by the BCC on January 5, 2010. This amount was not in the BTS budget target calculation.
<b>Total Recurring</b>	<b>\$ 947,000</b>	<b>0</b>	
<b>Total all Changes</b>	<b><u>\$3,998,290</u></b>	<b><u>(46)</u></b>	

## Pinellas County FY11 Budget Development

### Budget Summary Analysis

#### **SFA: Effective Government**

#### **Department: Business Technology Services (BTS)**

#### **Fund 0601 – BUSINESS TECHNOLOGY SERVICES FUND**

- The Business Technology Services budget is comprised of two sections as explained below. The BTS targets apply to the recurring part of the budget.
  - Recurring expenditures: This portion of the budget reflects BTS's costs of doing business. Included in this area are programs such as maintaining business operations, enterprise license and maintenance, protecting county information assets, enterprise capital improvement plan, implementing business projects, and administration.
  - Project expenditures: This portion of the budget reflects primarily non-recurring project funding. Included are the Oracle Project Unified Solution (OPUS) project for the implementation of an integrated financial system, the Justice Consolidated Case Management System project to replace the current Criminal Justice Information System, BCC Strategic Projects funding for high priority projects for BCC departments, Utilities Enterprise funding for Utilities system projects, and funding for the Computer Replacement program which is offset by charges from the user departments.
- The FY10 Projection meets the 97% target. The FY10 Projection is \$25,189,650 or 97% of the FY10 Budget for recurring expenditures.
- The FY11 Request does not meet the target amount of \$20,745,240. The submitted request is \$21,692,240, or a reduction of 10.4%, which is \$947,000 short of the target. Net of the additional recurring request, the FY11 Request meets the target amount of \$20,745,240.
- The FY11 Request includes the need for additional recurring funds for \$947,000 of new continuing costs of the new Oracle maintenance contract. This additional recurring cost was identified on January 5, 2010 when the BCC approved the new contract with Oracle. Additional costs for this contract incurred on a pro-rated basis during FY10 were funded by BTS non-recurring funds from higher than anticipated FY10 beginning fund balance. This amount was not in the target calculation.

## Pinellas County FY11 Budget Development

### Budget Summary Analysis

#### **SFA: Effective Government**

#### **Department: Business Technology Services (BTS)**

- There is an unmet need for additional recurring funds of \$1,393,830 for FY11 Enterprise Capital Improvement Plan (CIP) equipment, as part of the 10-year plan. The 10-year plan identifies CIP needs in each of the next 10 years, with costs varying each year according to the equipment needed. In FY10, BTS received \$1.5 million of non-recurring funding for 3 years (\$500K per year) to address high priority CIP needs in anticipation of the BTS Board developing a plan for recurring funding to address these needs.
- To meet the 15% target, BTS is proposing \$3.1M in reductions which include the elimination of approximately 46 permanent positions.
  - BTS is restructuring to reduce \$10,647,121 from Maintaining Business Operations, allocating \$2,291,120 to Enterprise Licensing & Maintenance, \$5,397,309 to Implementing Business Projects and \$62,425 to Administrative Services, for a net reduction of \$2,896,267.
  - BTS is reducing \$117,323 from Protecting Information Assets, while maintaining the software.
  - BTS is reducing \$413,010 from Ensuring Business Continuity by addressing the needs by other means.
- The FY11 Request includes the following for Project expenditures portion of the BTS budget:
  - OPUS: \$8.6 million for FY11 is \$6.4 million re-appropriated from the FY10 Reserve for Future Years and \$2.2 million of additional non-recurring funding for the continuation of the Oracle Project Unified Solution financial and HR systems replacement project. OPUS is scheduled to be completed July 1, 2011. These costs are within the \$17.3 million budget previously presented to the BCC. This project is managed by the Oracle Business Applications Executive Committee made up of representatives from the BCC, the Clerk of the Circuit Court, Human Resources and BTS.
  - Justice Consolidated Case Management System: \$6,533,910 for FY11 is \$2,533,910 re-appropriated from \$2,731,100 of FY10 budgeted funds projected to be unspent in the current year and \$4,000,000 in additional funding for the anticipated expenditures for the second year of the project, including one position that exists only for the duration of the project. Additional funding in future years will be needed to complete this project. Later this year, the BCC will receive a project update when contract approval is requested for software and implementation services.

## Pinellas County FY11 Budget Development

### Budget Summary Analysis

#### **SFA: Effective Government**

#### **Department: Business Technology Services (BTS)**

- BCC Strategic Projects: \$1,100,000 of funding for high priority BCC department projects. These funds are managed by the BCC Steering Committee made up of the Assistant County Administrators.
  - Utilities Enterprise Projects: \$1,347,120 of funding for high priority technology projects for the Utilities system which is managed by the Utilities department. Funding is provided from Utilities funds.
  - Internal PC Lease Program: \$1,140,540 for the third year of the new internal PC replacement program for BCC departments and other participating agencies. This program is self-funding from rental fees charged to users within the County.
- At the May 20 BTS Board meeting, the BTS Board approved the BTS budget for recurring expenditures and project expenditures, except that acceptance of the reduction strategies was deferred until the June meeting.
- Excluding Fund Balance, the FY11 revenues generated by the Business Technology Services Fund are decreasing by \$9,724,220 or 25% below the FY10 Budget.
  - The internal service charges revenue decrease of 26% is primarily due to the FY11 budget reductions and fewer non-recurring funding requests than in FY10.
  - The FY11 Beginning Fund Balance is \$960,370 lower than FY10, due to less anticipated FY10 carry-over funding associated with the OPUS project, Justice Project and the Computer Replacement Program.
- At the beginning of FY09, the former Information Technology department consolidated with the former BCC Information Systems to become Business Technology Services.
- BT, Inc. was engaged to assess Technology Consolidation for Pinellas County and presented their findings to the BTS Board for their consideration. There were a number of their recommendations that are being accomplished through our ERP initiatives. There were also a number of their recommendations that were commissioned to the BTS Technical Steering Committee because they were more technical in nature and cut-across multiple stakeholders. These are in various stages of completion, but making forward progress.

Department: **Business Technology Services**  
Strategic Focus Area: **Effective Government**

Program	Classification	Description	FY11 Total Program Allocation (\$)	FTE's *	FY11 Total Program Revenue (\$)	Performance Measures	Estimated FY11
Maintaining Business Operations		Maintaining business services that are essential to County operations on a day to day basis including but not limited to:	\$ 6,726,169.50	29.0	*\$300,000	Service Levels	%
FL Statutes 29.008(1)(f)2. and (h) and 28.24(e)	Mandatory (CJIS Only)	Enabling the Business Office with Email, mobile/desktop phones, voicemail, personal computers, printers, software licences and distribution. Enabling Public Self-Service including credit card processing, official public records access, County website, and automated telephone processing.			Public Records Access & Requesting	System Availability	%
BTS Board Interlocal Agreement	Essential	Maintaining Production Applications for both commercial and in-house products such as CJIS, Maximo, Permits Plus, Imaging, Oracle, and GIS. Customer Support Center. Strategic Planning for Production Growth and Obsolescence.			*Estimated revenue is \$600K. Actual revenue collected will be split 50/50 with the Clerk and handled via a reduction in the Clerks Cost Allocation.	Call Volume	Numeric
						Level 1 Response Time	Minutes
						Priority One Incidents	Numeric
						Customer Satisfaction	Average 1-5
Protecting County Information Assets		Providing essential controls and assurance mechanisms to maintain acceptable levels of risk for the enterprise and guarding against breaches of Confidentiality, Integrity, and Availability of information and systems relied upon for conducting the daily business of the County. Protecting County Information Assets includes but is not limited to: Enterprise Virus Protection/SPAM Filtering, Enterprise Intrusion Detection/Monitoring, Enterprise Vulnerability Assessments, Investigations, Computer Forensics/Data Recovery Services for the Enterprise, Enterprise Data Security Risk Management/ Protection, Enterprise Security Policies/Best Practices, Enterprise Security Awareness Program, Enterprise Incident Response/Computer Incident Response Team (CIRT), and Regulatory Compliance.	\$ 146,637	1.0		Risk Mitigation	
Florida Statutes	Mandatory (Health Insurance Portability and Accountability Act (HIPAA) and PCI Only)					Patches Deployed	Numeric
						Virus Threats	Numeric
						Spyware Threats	Numeric
						Network Attacks	Numeric
						Host Attacks	Numeric
BTS Board Interlocal Agreement	Essential					SPAM Threats	Numeric
						Availability	%



Department: **Business Technology Services**  
Strategic Focus Area: **Effective Government**

Program	Classification	Description	FY11 Total Program Allocation (\$)	FTE's *	FY11 Total Program Revenue (\$)	Performance Measures	Estimated FY11
Enterprise Licensing & Maintenance	Essential	Pertains to all licensing applied across the enterprise (Pinellas County Government). Enterprise licensing examples: Oracle, Maximo, Computer Associates (CA), Permits Plus, Global 360, AutoDesk, etc.	\$ 2,291,120	0.0		On Budget	% Variance
BTS Strategic Business Plan						Policy Compliance	%
BTS Board Interlocal Agreement							
Implementing Business Projects	Other (Strategic)	In accordance with the Strategic Business Plan and the most important business needs of our customers, align resources and business services to manage and implement projects that are essential for the success of our business partners. This includes capacity planning to address future growth of the business operations.	\$ 8,109,539	76.0		On Schedule	% Variance
BTS Strategic Business Plan						On Budget	% Variance
BTS Board Interlocal Agreement						Customer Satisfaction	Average 1-5
Administrative Services	Administrative	Department Administration, Human Resource Management, Contracts Administration, and Budgeting.	\$ 674,655	10.0		On Budget	% Variance
Reserves	Other	Departmental Contingency.	\$ 100,000			Policy Compliance	%
						On Budget	% Variance
County Service Fund Allocation	Essential	IntraGov Cost and Risk Allocation including but not limited to: Facilities, Risk Management, Clerk Audit, County Attorney, Personnel, Purchasing, County Administration, etc.	\$ 2,697,120			N/A	N/A
<b>TOTAL Recurring Expenditures</b>			<b>\$ 20,745,240</b>	<b>116.0</b>			
New Oracle Maintenance	Essential	Increased Oracle maintenance fees resulting from the new Oracle contract approve on January 5, 2010.	\$ 947,000				
<b>TOTAL Recurring Request Expenditures</b>			<b>\$ 21,692,240</b>	<b>116.0</b>			
Implementing BCC Strategic Projects	Other (Strategic)	Provide business services needed to manage and implement strategic projects for the BCC departments at the direction of the BCC Steering Committee.	\$ 1,100,000			On Schedule	% Variance
BTS Strategic Business Plan						On Budget	% Variance
BTS Board Interlocal Agreement						Customer Satisfaction	Average 1-5

Department: **Business Technology Services**  
Strategic Focus Area: **Effective Government**

Program	Classification	Description	FY11 Total Program Allocation (\$)	FTE's *	FY11 Total Program Revenue (\$)	Performance Measures	Estimated FY11
Maintaining Utilities Enterprise	Essential	Provide essential services and support to maintain Utilities day to day Operations such as but not limited to desktop file and print services, infrastructure, etc.	\$ 1,347,120			Service Levels	%
BTS Board Interlocal Agreement						System Availability	%
						Call Volume	Numeric
						Level 1 Response Time	Minutes
						Priority One Incidents	Numeric
						Customer Satisfaction	Average 1-5
OPUS Project	Essential		\$ 8,618,680	2.0			
BTS-Personal Computers	Essential		\$ 1,140,540				
Justice CCMS	Essential		\$ 6,533,910	2.0			
Future Reserves	Other	Non-recurring Capital Improvement Plan (CIP)	\$ 500,000				
Enterprise Capacity Plan	Other	Non-recurring Capital Improvement Plan (CIP)	\$ 500,000				
<b>TOTAL (All Funds)</b>			<b>\$ 41,432,490</b>	<b>120.0</b>			

## Pinellas County FY11 Budget Development - Growth Trends - 5-Year History

### Business Technology Services (Recurring Expenditures)

Year	Adopted Budget	Increase (Decrease) from Previous Year	Percent Change from Previous Year	Positions	Increase (Decrease) from Previous Year	Percent Staff Change From Previous Year
2007	\$40,048,410	\$2,501,040	6.7%	231	-2	-0.9%
2008	\$34,698,530	(\$5,349,880)	-13.4%	230	-1	-0.4%
2009	\$28,977,260	(\$5,721,270)	-16.5%	217	-13	-5.6%
2010	\$23,201,780	(\$5,775,480)	-19.9%	166	-51	-22.2%
2011	\$21,692,240	(\$1,509,540)	-6.5%	120	-46	-21.2%

Note: Budgets reflect only the BTS controlled portion of the budget.

In FY09 BCCIS consolidated into IT to form BTS. The historical budgets have been adjusted to reflect the consolidated entity.

The percentage change from FY10 to FY11 is a budget to budget comparison that does not match the target reduction percentage, which takes into account changes in cost allocations, offsetting revenues, and the forecast 1.7% inflationary FY11 increase.

