

# Minutes

Enterprise GIS Steering Committee		
9.6.2012	1:32pm – 2:48pm	Annex 3 <sup>rd</sup> Floor CR330
Chair	Pam Dubov, Property Appraiser's Office (PAO)	
Vice Chair	Larry Arrington, Planning	
Facilitator	David James, Business Technology Services (BTS)	
Note taker	Becky Reed, BTS	
Attendees	<p><u>Voting Committee Members</u>  Sally Bishop, Emergency Management  Marc Gillette, Supervisor of Elections  Kristin Preston, Sheriff</p> <p><u>Guests</u>  Rob Burnes, DEI  Mike Crawford, Pinellas Planning Council  Mike Dawson, BTS  Charlie Dye, PAO  Carol Ginski, BTS  Jason Graziano, BTS  Jason Griffin, BTS  Sean Griffin, Real Estate Management  Sandra Knoebel, Planning/MPO  Michael Schoderbock, Pinellas Planning Council  Penny Simone, DEI  Toni Smith, eGIS Bureau  James Thomas, BTS  Shirley Zeller, DEI</p>	
Agenda	<ol style="list-style-type: none"> <li>1. Call to Order</li> <li>2. Approval of August 2, 2012 meeting minutes</li> <li>3. eGIS Bureau update</li> <li>4. eGIS Development update</li> <li>5. Working Group Operating Guidelines review/approval</li> <li>6. Working Group Membership review/approval</li> <li>7. Training Plan review/approval</li> <li>8. Open Discussion</li> <li>9. Adjournment</li> </ol>	

## Agenda Items

Approval of minutes from August 2, 2012 meetings	
Presenter	Pam Dubov
Discussion	No changes to the minutes.
Conclusions	David made a motion to approve the minutes. Marc seconded his motion, with all in favor.

# Minutes

eGIS Bureau update			
Presenter	Toni Smith		
Discussion	<p>Summarized the September 2012 Monthly Status Report, which has been posted on the SharePoint site under Other Document / EGIS Benchmark and Bureau. Zoning has made progress. Census tracts and traffic analysis zones were outdated; but, they will be complete next month and ready for publishing. The Bureau is working with Carol Ginski for metadata and Jason Griffin on the ESRI platform. Joe Borries and Christy Kretschmann worked with the EOC during the Republican National Convention. The Bureau is meeting with Planning regularly to keep communication open. Working with Planning has helped determine which tools are best to use to create a basic quality assurance framework, which can be applied to other departments' data.</p> <p>The Bureau can be reached at 582-EGIS and are located on the 2<sup>nd</sup> Floor of 315 Court Street in the PAO.</p>		
Action Items	Person Responsible	Deadline	
N/A			

eGIS Development update		
Presenter	Jason Graziano	
Discussion	<p>Initial application configuration activities include: Election Polling Places, Aerials View/Download application (2008-2011 Images initially) to replace PAIRs, Elections Results, Coyote/Manatee, and My Government Services.</p> <p>Data migration – Carol Ginski and the EGIS Bureau have completed significant work; next step is to determine how to complete the remaining migration process – identify data stewards, transition editing activities from Munsys, and commence editing in ArcGIS Desktop.</p> <p>ArcGIS Desktop – BTS staff are working on an automated installation for ArcGIS Desktop. This will be made available in the near future.</p> <p>James Thomas is acting as the Project Manager for short term eGIS activities. The current project schedule indicates: release of ArcGIS Desktop, delivery of Election Polling Places, and complete configuration for Aerials by mid October; provisional plans include further work on data migration and training strategies, as well as commence Release 1 work in October. Release 2 will be planned for January.</p> <p>Mike Dawson presented the progress made on Election Polling Places application. Next steps are: QA/QC, approval from Deborah Clark, and then publish online.</p> <p>Next steps for development: form working group; develop requirements repository and prioritization process; recommend/approve Release 1 definition; and, formalize data migration process.</p>	
<p>Pam asked about the Aerial Download application – What about Pictometry images? They will only be available to citizens if they visit any of the Property Appraiser's offices. The images will not be available online.</p> <p>Sally – Will all of these applications be available to the citizens via online access? Yes.</p> <p>Pam suggested using the timeline presented today as a base timeline. Any changes should be reflected on top of the base timeline.</p>		
Action Items	Person Responsible	Deadline
N/A		

# Minutes

Working Group Operating Guidelines review/approval		
Presenter	Jason Graziano	
Discussion	<p>A draft version of the Operating Guidelines has been posted on the eGIS SharePoint site under Other Documents / EGIS Working Group. There is also an eGIS Working Group SharePoint, which is a link on the eGIS SharePoint site.</p> <p>eGIS Working Group Purpose – Gather requirements for GIS services (ongoing); prioritize work; monitor performance of releases and EGIS production; comply with governance by promoting Guiding Principles and solicit direction of the EGIS Steering Committee.</p> <p>Membership – All eGIS stakeholders including BCC, Constitutional Officers, Agencies, and Municipalities. Group members are nominated by stakeholders.</p> <p>Key Functions – Recommending content for an eGIS vision; requirements workshops; stakeholder governance to ensure requirements have been approved by their department; release management (3-step process); performance monitoring, including production and project metrics (surveys will be used to measure customer satisfaction); benchmarking; education needs for stakeholders and departments that may not use GIS currently.</p> <p>Key Roles – functional leads; project manager; and, business analyst.</p> <p>Jason requested approval of the document as it is in its current draft form. Pam has reviewed it and her changes have already been incorporated. Sally has not reviewed the document; but, she gives her approval. Marc made a motion to approve the document. Sally seconded with all in favor.</p>	
Sally suggested presenting GIS in the Appointing Authorities meetings as a means of educating others that may not use GIS currently.		
Action Items	Person Responsible	Deadline
Present eGIS overview at Appointing Authorities meeting.	David James	11/1/12

Working Group Membership review/approval			
Presenter	Jason Graziano		
Discussion	Nominations have been received via email; however, not all stakeholders have replied. Nominations can include GIS Subject Matter Experts as well as Technologists. Two nominations from each stakeholder are preferred in case one nominee cannot attend.  Jason requested approval to move forward on formalizing this group using the current list of nominations? Yes.		
Pam suggested inviting all other agencies to submit nominations: Public Defender, State Attorney, Clerk, Court Administration, Justice and Consumer Services, Juvenile Welfare Board, Convention and Visitors Bureau, and Construction and Licensing Board. However, it is imperative the group does not get too large.			
Action Items		Person Responsible	Deadline
Extend request for Working Group nominations to other agencies (listed above).		Jason Graziano	10/3/12

# Minutes

Training Plan review/approval			
<b>Presenter</b>	David James		
<b>Discussion</b>	<p>The eGIS Training Needs Assessment Questionnaire has been posted on the eGIS SharePoint site under Other Documents / Training. The intent is to distribute this questionnaire to every stakeholder department. The department will determine who completes the questionnaire. Once questionnaires are received and reviewed, a long-term training plan will be created for review and approval by the eGIS Steering Committee. David requested approval to distribute the questionnaire. Larry suggested going through the Executive Leadership Team for BCC departments. Sally suggested encouraging departments that do not currently use GIS to still complete the questionnaire and/or request more information in order to complete the questionnaire. If this questionnaire is sent to all County employees, it should be presented to the Appointing Authorities first. Their next meeting is October 19<sup>th</sup>. Instead of waiting that long, a suggestion was made to discuss it with Peggy Rowe, Director of Human Resources.</p> <p>It is possible to send this questionnaire out as a survey in Survey Monkey. The Sheriff's Office would like to do the same, adjusting the survey according to the applications they use internally. David will work with Kristin and Capt. Main to get the questionnaire results.</p>		
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
<b>Contact Peggy Rowe to discuss distribution of the questionnaire.</b>		<b>David James</b>	<b>10/3/12</b>
<b>Consider distributing the questionnaire via Survey Monkey.</b>		<b>David James / Jason Graziano / James Thomas</b>	<b>10/3/12</b>

New Business / Open Discussion			
<b>Item #1</b>	David recognized the eGIS Bureau, Jason Graziano, Mike Dawson, Jason Griffin, Carol Ginski, and all the stakeholders for their teamwork and collaboration to keep the eGIS momentum going.		
<b>Item #2</b>	Tropical Storm Debbie helped us realize we have a lot of work to do to prepare and respond appropriately.		
<b>Item #3</b>	Pam would like the eGIS Steering Committee membership to grow. David will reach out to Bruce Moeller (PSS) and Gwen Warren (HHS), as well as David Scott (DEI).		
<b>Action Items</b>		<b>Person Responsible</b>	<b>Deadline</b>
<b>Contact the directors of PSS, HHS, and DEI to encourage participation on the eGIS Steering Committee.</b>		<b>David James</b>	<b>10/3/12</b>

**Pinellas County**  
**eGIS Bureau**  
**Monthly Status Report - September, 2012**

Description (Data Owner/Data)	eGIS Bureau % Complete		Data Owner % Complete		Published
	Initial Editing	QA	Review	Approved	
Planning/ Zoning	100%	100%	95%	75%	0%
EGIS ISSUES - 185	-	-	100%	94%	
AREA REVIEWS - 57	-	-	100%	90% (72%)	
ANNEXATIONS SINCE JAN/12	100% (0%)	100% (0%)	100% (0%)	100% (0%)	
ZONING CHANGES SINCE JAN/12	IN PROCESS				
Planning/Census Tracts/Blocks - 246	100% (52%)	100% (41%)	100% (0%)	98% (0%)	
Planning/Traffic Analysis Zones - 743	43% (0%)	37% (0%)			
Planning/Municipal Boundaries	95%	10% (0%)			
INTERNAL CLEANUP	100%	-	-	-	
SHORELINE CLEANUP	90% (25%)	-	-	-	
Planning/Future Land Use					
Planning/Existing Land Use					
Planning/At-Large Districts	100%	100%	100% (IP)		
Planning/Fire Districts	100%	100%	IN PROCESS		
Planning/Municipal Planning Areas	100%	100%	IN PROCESS		
Planning/ " " Historic	100%	100%	IN PROCESS		
Planning/Single Member Districts	100%	100%	100% (IP)		
Planning/TIF Districts	100%	100%			
Planning/County Outline	100%	100%	IN PROCESS		
Planning/Wellhead Protection Areas	100%	100%			
Planning/Historical Districts	100%	100%			
Planning/Planning Sectors	100%	100%			
Planning/Zip Codes	100%	100%	*	*	
Planning/Annexation Activity	*	*	*	*	
Planning/Well Sites	*	*	*	*	
Planning/Airports	*	*	*	*	
Planning/Archeological Sites	*	*	*	*	
Planning/EMS Grid	*	*	*	*	
Planning/Fire Grid	*	*	*	*	
Planning/Half Section Grid	*	*	*	*	
Planning/Historical Sites	*	*	*	*	
Planning/Section Grid	*	*	*	*	
Planning/Township Grid	*	*	*	*	
Planning/USGS Grid	*	*	*	*	

**Notes**

August, 2012 stats are provided within ( ).

\* indicates No Cleanup / Review Needed.

## Enterprise GIS Development Update

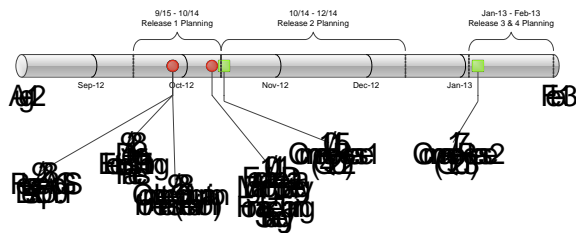
September 6, 2012

## Current Scope

- Applications
  - Voting Polling Places
  - Aerials View/Download Application (2008 – 2011 Images initially)
  - Also under review
    - My Government Services
    - Coyote/Manatee
- Data Migration
  - Significant work completed by Carol Ginski and the EGIS Bureau
  - Base Data, Planning, Emergency Management, Environmental Management
  - Formalize plan to complete migration process –
    - Identify Data Stewards
    - Turn off editing in Munsys
    - Commence editing in ArcGIS Desktop.
- ArcGIS Desktop
  - Complete desktop Zen package.
  - Make software available to end users.

EGIS Activities – Short Term

## Timelines



## Next Steps

- Form Working Group.
- Develop initial Requirements Repository.
- Develop initial requirements prioritization process.
- Recommend requirements prioritization.
- Develop, recommend and approve Release 1 definition (Q4 2012).
- Kickoff Release 1 (October 15).
- Formalize Data Migration Strategy.

## Open Discussion



## Enterprise GIS

### Working Group Operating Guidelines Update September 6, 2012



## Purpose

- Gather Requirements –
  - Identify and document high level stakeholder requirements for GIS services. This will be an ongoing and iterative process.
- Prioritize Work –
  - Recommend the prioritization of documented requirements and the contents of quarterly releases.
- Monitor Performance –
  - Monitor the performance of EGIS releases (projects) and EGIS production. Report results to the EGIS Steering Committee.
- Comply with Governance –
  - Promote the Guiding Principles and direction provided by the EGIS Steering Committee.



## Membership

- All stakeholders requiring Pinellas County EGIS services.
- Includes
  - BCC
  - Constitutional Officers
  - Agencies
  - Municipalities
- Designated representatives required from interested stakeholders.



## Key Functions

- Vision –
  - Recommend content for an EGIS Vision which will be used as input to all prioritization recommendations.
- Requirements Workshops -
  - Conduct the ongoing/iterative requirements analysis process with all stakeholder Organizations
  - Maintain current state and target future state documentation.
  - Document high level EGIS requirements that can be formulated into releases.
  - Maintain the EGIS Requirements Repository.
  - Develop a prioritization process and apply recommended priorities to all entries in the EGIS Requirements Repository.
- Stakeholder Governance –
  - Each stakeholder representative to ensure that requirements they bring to the Working Group have been reviewed and approved first by their respective internal stakeholder (or departmental) governance.



## Key Functions, cont...

- Release Management –
  - Step 1: Present initial requirements prioritization to Steering Committee.
  - Step 2: Present a suggested Release Plan to Steering Committee for provisional approval. Includes a high level plan and estimate, and allows the Working Group to move forward with initial release planning only.
  - Step 3: Present a refined Release Plan to Steering Committee for final approval. Includes:
    - Business Case (when required, i.e. BCCTSC)
    - Requirements included in the release.
    - Target solution architecture.
    - Draft project plan including success criteria, schedule, resource plan (technical and stakeholder resources), costs and start date.



## Key Functions, cont...

- Performance Monitoring – the Working Group will ensure that target values and actual measurements are collected for the following metrics, and will report the results to the Steering Committee.
  - Production Metrics –
    - Support Effort Hours
    - Support Resource Cost
    - Service Availability
    - Customer Satisfaction Rating (Survey)
  - Project Metrics –
    - Scope
    - Architecture
    - Schedule
    - Funding Allocation
    - BTS Resource Plan and Cost
    - BTS Effort Hours
    - Customer Satisfaction Rating (Survey)

## Key Functions, cont...

- Benchmarking - the Working Group will research industry GIS benchmarks for comparison to the EGIS metrics, and will make recommendations to the Steering Committee for the purpose of continual service improvement.
- Education: The Working Group will identify and define educational needs for the purpose of proposing shared educational activities for EGIS stakeholders in the areas of GIS technology and best practices. In the event funding is required, this would be required from the impacted stakeholders.

## Key Roles

- Functional Leads –
  - Participate in the Working Group and represent their respective stakeholder organization. Has a deep understanding of their organization's requirements for GIS.
- Project Manager –
  - Leads the process to define proposed EGIS releases including the refinement of requirements and estimates included in the proposed release.
- Business Analyst –
  - Works with all stakeholders impacted by an EGIS release, and the Project Manager, to document detailed requirements and prepare accurate estimates.

## Membership Review and Approval

#	Name	Department	#	Name	Department
1	Michael Schoderbock	PPC	24	Mike Dawson	BTS
2	Linda Fisher	PPC	25	Jason Griffin	BTS
3	Jorge Quintan	DEI	26	Tom Smith	EGIS Bureau
4	James Hall	DEI	26	Joe Baldwin	HISGCC
5	Jay Perkins	DEI	27	Corey Alba	Econ Development
6	Elizabeth Hubert	DEI	28	Bob Humberstone	Tax Collector
7	Paul Hagler	DEI	29	Tom Jewsbury	Airport
8	Marcia Colby	DEI	30	Sean Griffin	REM
9	Sherry Zeller	DEI	31	Robin Grove	REM
10	Charles Gibson	DEI	32	Alan Shelhorn	Planning
11	Brenda Evans	DEI	33	Rick Guffy	PSS
12	Wendy Taylor	DEI	34	Gail Tyburski	PSS
13	Robert Burnes	DEI	35	Dawn Wise	Pineblax Park
14	Melinda Furco	DEI	36		SOE
15	Larry Solien	DEI	37		PAO
16	Melanie Wood	DEI	38		PCSO
17	Penny Simons	DEI	39		PCR
18	Cindy Hausher	DEI	40		BOES
19	Kerry McQuillen	DEI	41		Community Dev
20	Ron Jenks	DEI	42		Esri
21	Michael Rolland	County Web	43		Communications
22	Malle Kucera	County Web	44		INFO
23	Carol Ginski	BTS	45		Economic Development
			46		PCEM
			47		HVS

## Training Plan

- EGIS Training Needs Assessment Questionnaire
- EGIS Roles Definition (provisional)
- ESRI Training Assessment (provisional)
- Training Schedule (provisional)

## Committee Actions

- Approve Operating Guidelines
- Provisionally approve the Working Group membership, subject to departmental approvals.
- Approval to distribute the training questionnaire.

## Open Discussion





# ***Operating Guidelines***

## ***Enterprise GIS Working Group***

## TABLE OF CONTENTS

<b>1. EXECUTIVE SUMMARY.....</b>	<b>4</b>
<b>2. EGIS WORKING GROUP .....</b>	<b>5</b>
2.1. MEMBERSHIP .....	5
2.2. KEY ROLES.....	6
2.3. HIGH LEVEL RESPONSIBILITIES (RACI) CHART .....	7
2.4. KEY RESPONSIBILITIES .....	8
2.5. CHAIR AND SECRETARY.....	10
<b>3. EGIS WORKING GROUP OPERATION .....</b>	<b>11</b>
3.1. MEETING SCHEDULES .....	11
3.2. ATTENDANCE .....	11
3.3. AGENDA .....	11
3.4. VOTING .....	11
3.5. TIME MANAGEMENT.....	11
<b>4. RELEASE MANAGEMENT &amp; PROJECT EXECUTION .....</b>	<b>12</b>
4.1. OUTPUTS FROM BTS PROCESSES .....	13
<b>APPENDIX A: PINELLAS COUNTY TECHNOLOGY GOVERNANCE MODEL .....</b>	<b>14</b>
<b>APPENDIX B: EGIS RELEASE MANAGEMENT OVERVIEW .....</b>	<b>15</b>
<b>APPENDIX C: KEY DOCUMENTS .....</b>	<b>16</b>

**REVISION HISTORY**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Change Description</b>
0.1	7/30/2012	Jason Graziano	Initial version.
0.2	8/9/2012	Jason Graziano	Updated per initial feedback.
0.3	8/13/2012	Jason Graziano	Updated per feedback.
0.4	8/23/2012	Jason Graziano	Updated per feedback.
0.5	8/27/2012	Jason Graziano	Updated per feedback.
1	9/7/2012	Jason Graziano	Approved by EGIS Steering Committee with final comments incorporated into this version.

An electronic version of this document may exist and would supersede this printed version of the document.

# 1. Executive Summary

This document provides the Operating Guidelines for the Enterprise GIS Working Group (referred to here as the Working Group).

The purpose of the EGIS Working Group is to act as an advisory panel that will perform research and prepare GIS implementation recommendations on behalf of the Enterprise GIS Steering Committee (referred to here as the Steering Committee).

The Working Group will ensure that Pinellas County GIS stakeholder requirements are identified, and that implementation proposals are prepared for consideration and approved by the Steering Committee.

## 2. EGIS Working Group

### 2.1. Membership

Membership in the EGIS Working Group will be determined through nomination by the executive management of each stakeholder organization (referred to here as stakeholder). Each stakeholder may nominate multiple members for the EGIS Working Group. However each stakeholder must nominate a single authorized representative who is empowered to represent the stakeholder's position. The EGIS Working Group will be composed of stakeholder representatives as follows:

- BTS Service Owner
- BTS GIS Development Team
- EGIS Bureau
- BTS Web Management
- BTS Organizational Change Management
- BCC
  - Department of Environment and Infrastructure
  - Emergency Management
  - Real Estate Management
  - Public Safety Services
  - Planning Department
  - Parks and Conservation Resources
  - Economic Development
  - Community Development
  - Communications
  - Justice and Consumer Services
  - Health & Human Services
- Metropolitan Planning Organization
- Pinellas Planning Council
- Property Appraiser
- Supervisor of Elections
- Tax Collector
- Pinellas County Sheriff
- ESRI

Stakeholder membership in the EGIS Working Group may change over time, with changes being reported to the EGIS Steering Committee as they occur.

## 2.2. Key Roles

The following are key roles that will operate within the EGIS Working Group, as well as within project teams.

1. EGIS Steering Committee – Was established through a formal resolution by the BTS Board. The EGIS Steering Committee provides Pinellas County EGIS governance and develops EGIS policy and strategic direction. Provides EGIS Executive representation on the BTS Board and at BCC meetings as required.
2. EGIS Working Group – Advisory panel that researches and prepares EGIS implementation recommendations on behalf of the Steering Committee.
3. EGIS Service Owner - Chairs the EGIS Working Group and facilitates the group's activities.
4. BTS Business Relationship Manager (BRM) - Establishes a relationship between BTS (the service provider) and stakeholders, and understands and gathers their requirements related to the EGIS service.
5. Functional Lead(s) – is a member of the EGIS Working Group and represents the interests and needs of a specific stakeholder organization. Will also act as the GIS subject matter expert (SME) for their organization. Provides all first level decision support in relation to the day to day operation of their individual organization.
6. BTS Technical Lead – is a member of the EGIS Working Group and provides detailed technical input. Provides all first level decision support in relation to technical issues for solution design, development, and testing.
7. Organizational Change Management Lead – Assists the EGIS Working Group with incorporating the management of the people side of change, incorporating the management of communications and training, and maximization of employee engagement in any EGIS proposals.
8. Project Manager – provides project management services to ensure the process to refine business requirements and estimates is coordinated for any release proposals provided to the Steering Committee. Will also manage projects to ensure releases are completed according to BTS PMO best practices.
9. Business Analyst – provides requirements gathering and business analysis services to ensure that stakeholder needs are identified and accurately defined and documented.

## 2.3. High Level Responsibilities (RACI) Chart

	EGIS Steering Committee	EGIS Working Group	EGIS Service Owner	BRM	Functional Lead(s)	BTS Technical Lead	Organizational Change Management Lead	Project Manager	Business Analyst
Develop EGIS policy, set strategic direction and authorization of work and funding requests.	AR	C	C	C	I	C	I	I	I
Coordinate stakeholder requirements gathering and prioritization.	C	A	C	R	R	C	C	R	R
Deliver ongoing EGIS services (production support and enhancements) that meet agreed customer requirements.	C	C	A	C	R	R	R	R	R
Maintain stakeholder relationships and conduct ongoing requirements gathering.	I	R	R	AR	C	C	C	C	C
Provide all decision support for detailing EGIS requirements for their organization.	I	I	I	C	AR	I	I	I	C
Provide all decision support on EGIS solution design, development, and testing activities.	I	I	C	I	C	A	C	I	C
Incorporate the management of the people side of change into any proposals for enhancements to the EGIS service.	I	I	I	I	R	I	AR	R	C
Manage projects (releases) to enhance the EGIS service.	I	I	I	I	R	R	R	AR	R
Develop requirements, designs and business process flows to enhance the EGIS service.	I	I	I	I	R	C	R	R	AR

R – Responsible

A – Accountable

C – Consulted

I – Informed

## 2.4. Key Responsibilities

The EGIS Working Group's role is to perform the following functions:

1. Strategic Plan: Recommend content to the Steering Committee for the annual EGIS Strategic Plan, including the vision, mission, values, strategic plan and release strategy for Pinellas County EGIS.
2. Guiding Principles Compliance: Maintain alignment of EGIS technology and projects with EGIS Guiding Principles established by the Steering Committee.
3. Know the Business: Understand the business' process, commitments, priorities and needs. Help the business understand and anticipate what they need from technology.
4. Drive Requirements Analysis: Work directly with stakeholders and BTS Business Relationship Managers, develop their stakeholder business requirements, and ensure they are documented in a Requirements Repository and prioritized through departmental governance using a simple prioritization and estimating model.
5. Perform Benefits Analysis: Document requirements value proposition to compare benefits vs. cost, and feed that into the evaluation and prioritization of business requirements.
6. Stakeholder (Departmental) Governance: Promote governance within individual Stakeholders and/or Departments to ensure that each stakeholder is advocating for their highest value and most urgent requirements. The following can only be identified through adequate participation of key stakeholder/department staff:
  - a. The stakeholder's requirements or what is required to provide desired business value.
  - b. Benefits Analysis: A comparison of the benefits vs. costs of a project.
  - c. Stakeholder (Departmental) Prioritization: A stakeholder/department level prioritization is required for each of a stakeholder's requirements to ensure that those with the highest value and urgency are addressed first.
  - d. Staff Allocation: adequate stakeholder/department staffing is required to support their respective EGIS project efforts.
7. Release Management: assist with formulating planned EGIS Technology releases, which will consist of one or more stakeholder requirements grouped into a single release managed by a project manager as a project. Releases will consist of requirements to implement functionality or data into the enterprise Esri GIS environment, or to perform vendor software upgrades, or BTS hardware upgrades, to the environment. It is expected that the EGIS Release Cycle will consist of releases of approximately 12 weeks in duration, with 4 releases scheduled per year. The EGIS Working Group will participate, as follows (see Appendix B for a chart providing an overview of this process):

**Step 1:** Present initial requirements prioritization to Steering Committee.

Update the Steering Committee on the suggested prioritization of currently identified stakeholder requirements, as documented in the Requirements Repository.



**Step 2:** Present a suggested Release Plan to Steering Committee for provisional approval.

Provide a Release Summary to the Steering Committee for approval to move forward with initial planning only. The Release Summary outlines the suggested release plan and will include:

- i. High level requirements definition (scope).
- ii. Budgetary estimate of costs, staff resources and effort hours (BTS & non-BTS).

**Step 3:** Present a refined Release Plan to Steering Committee for final approval.

Refine the provisional Release Plan with further detail and return to the Steering Committee with confirmed or updated estimates for the release. Staffing commitments for the release from both BTS and stakeholders are required at this time. The Steering Committee may grant or deny approval to move forward with all or part of a release. It is possible that commitment for staffing or funding cannot be made for a release, or a portion of a release, and in that case the Steering Committee will still be updated, but the entire release (or a portion of) might not move forward due to the lack of available resources. At this stage, in order to obtain Steering Committee approval, a refined Release Summary will be presented which includes a more detailed estimate based on the following components:

- i. Business Case (when required): a formalized analysis of benefits vs. cost. May be required in some cases by some stakeholder management (i.e. BCC TSC).
- ii. High level Requirements
  - 1. Preliminary Project Scope including further refinement of stakeholder requirements that support the overall EGIS Vision for Pinellas County.
  - 2. Preliminary Architecture that provides a high level guidance for the technology to be used to produce the technical solution and interfaces.
- iii. Draft Project Plan
  - 1. Success Criteria to ensure the customer and the service providers understand what is required before project success can be achieved.
  - 2. Schedule (milestone level) based on the business requirements, any known architecture and technical requirements, and detailed assumptions.
  - 3. Resource Plan commitment including stakeholder and BTS staffing resources, and effort hours needed for success of the project.
  - 4. A project cost budget, with funding secured from any stakeholder's as required to cover budgeted costs (if any).
  - 5. A target start date with corresponding commitment from BTS and stakeholders that will ensure all needed resources are available to support the Release Plan.

- iv. Statement of Work (SOW) will be developed for any vendor services or resources required for a project. This will be done as part of project execution, after the Steering Committee approval is attained in Step 3 of point 7 above. This documentation will be developed through the Pinellas County Purchasing and Legal processes as required.
8. Monitor Metrics (Planned vs. Actual): Work with project and support teams to obtain and monitor metrics for measuring performance of both the EGIS production service and the EGIS projects. Metrics will be defined within the Service Level Agreement (SLA) for the EGIS production service and within the Release Plan defined for releases and projects (see point 7c). The core metrics are:
- |                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>a. Production Metrics (Planned)               <ul style="list-style-type: none"> <li>i. Support Effort Hours</li> <li>ii. Support Resource Cost</li> <li>iii. Service Availability</li> <li>iv. Customer Satisfaction Rating (Survey)</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>b. Project Metrics (Planned)               <ul style="list-style-type: none"> <li>i. Scope</li> <li>ii. Architecture</li> <li>iii. Schedule</li> <li>iv. Budget</li> <li>v. BTS Resource Plan and Cost</li> <li>vi. BTS Effort Hours</li> <li>vii. Customer Satisfaction Rating (Survey)</li> </ul> </li> </ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
9. Conduct Benchmarking: Recommend and track benchmark metrics for comparison to planned and actual performance of EGIS projects and production services.
10. Support Education: Identify and define educational needs and propose educational activities for EGIS stakeholders in the areas of GIS technology and best practices. Potentially seek funding from impacted stakeholders to obtain related training.

## 2.5. Chair and Secretary

The EGIS Working Group will be chaired by the EGIS Service Owner. The Chair will preside over the EGIS Working Group sessions. The Chair will also be responsible for securing a Secretary to prepare agendas, record meeting minutes and publish same to the SharePoint site located at <http://pinellas.sharepointsite.net/egis/workinggroup/default.aspx>.

## 3. EGIS Working Group Operation

### 3.1. Meeting Schedules

Meetings will be established in the following manner.

- Meet a minimum of once every month.
- Meetings to occur on the same schedule each month for the purpose of reserving time on members calendars. To be determined by the EGIS Working Group at the first meeting.
- Scheduled dates that are not needed will be cancelled
- Ad Hoc meetings will be called if needed. It is expected that initially a more frequent meeting schedule will be required, with some meetings targeted at specific stakeholders, with results of ad hoc meetings shared at the regular monthly meeting.
- Virtual meetings may be used, particularly if required by an urgent situation

### 3.2. Attendance

Members are expected to attend and participate on a regular basis. Alternates are allowed for any sitting EGIS Working Group member, and are expected to participate in place of the member.

### 3.3. Agenda

The EGIS Working Group sessions will be driven by an agenda prepared by the Service Owner and published to the EGIS Working Group SharePoint site, <http://pinellas.sharepointsite.net/egis/default.aspx>, in advance of the meeting. The agenda content will contain standing items such as review of the monthly project summary status report.

### 3.4. Voting

There will be no voting mechanism within the EGIS Working Group. To the maximum extent possible, the formulation of EGIS Working Group implementation proposal should be based on consensus. In the absence of consensus, the various viewpoints on an implementation proposal will be brought to the Steering Committee for review and further direction.

### 3.5. Time Management

In consideration of time management, the Chair will be responsible for setting the meeting time span based on agenda items to be considered. The Chair will control the timetable of each agenda item. In the event of longer than expected discussion, the Chair may request a motion from other board members to allow further discussion to continue immediately, or table discussion until the next scheduled session.

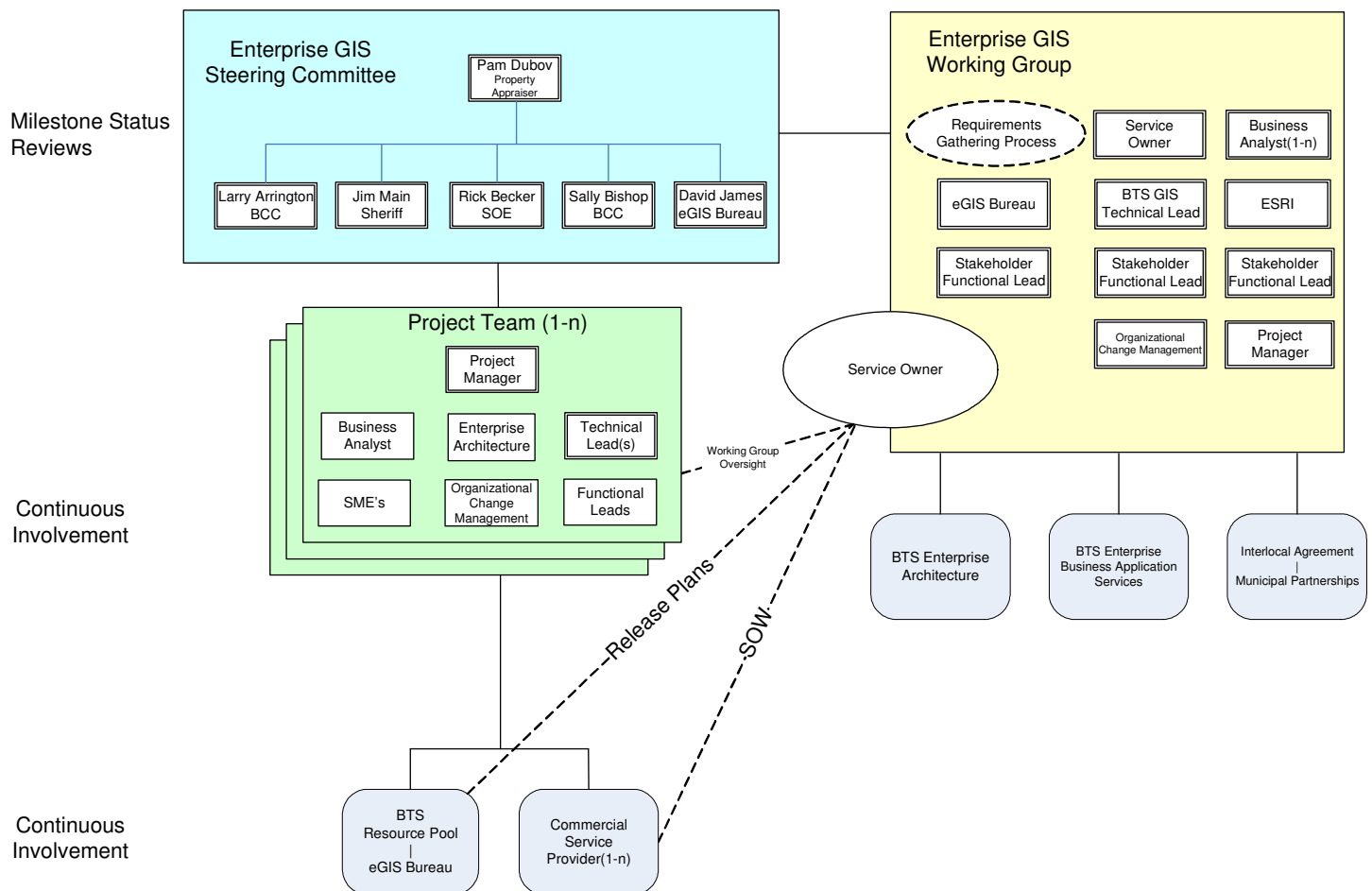
## 4. Release Management & Project Execution

This diagram outlines the structure for managing projects under oversight of the EGIS Steering Committee and EGIS Working Group.

The Service Owner role leads the EGIS Working Group (representing all interested stakeholders) which collaborates with the Enterprise Business Application Services and Enterprise Architecture groups within BTS for planning and decision making.

1. Service Owner: Leads the EGIS Working Group, and manages supplier relationships and Interlocal Agreements used within the EGIS service.
2. EGIS Working Group: Supports business requirements analysis, strategic plan development and release definition activities and provides oversight for Projects.
3. Project Teams: manage and execute projects under BTS PMO processes and EGIS Working Group oversight.

**eGIS Project Structure**



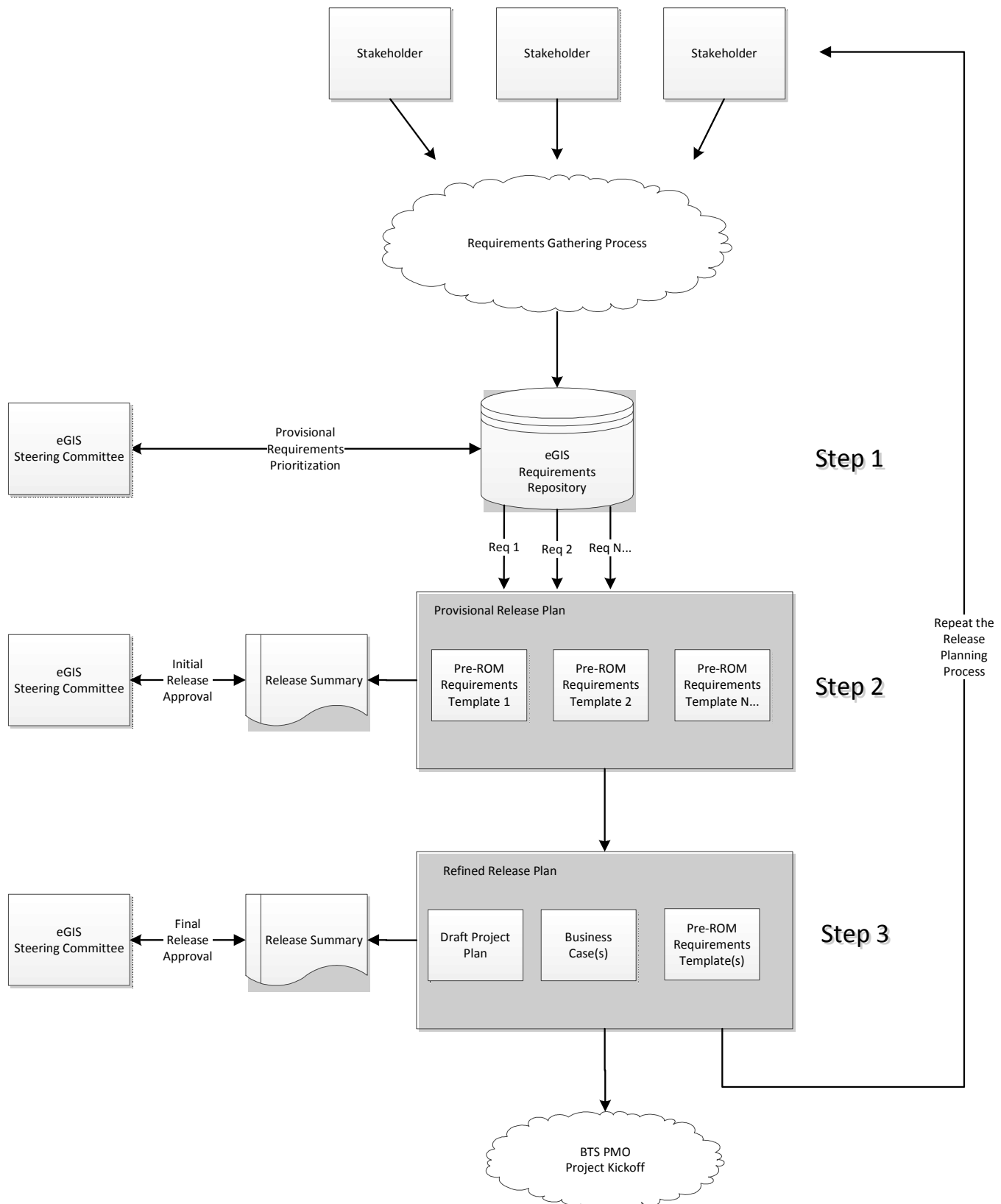
## 4.1. Outputs from BTS Processes

1. Proposed Release Plans, and Project Planning materials.
2. Metrics (Actuals) – See section 2.4, point 8. Actuals for the metrics listed will be provided by both the operations and project teams within BTS.
3. Statement of Work (SOW) and contracts will be used for agreements to obtain services or products from external service providers, will normally be managed from within a project framework, and will follow the Pinellas County Purchasing process as required.
4. Completed Projects

```
graph TD; CGC[County Governance Committees] --- TSC[Technology Steering Cooperative]; CGC --- BTSB[Business Technology Services Board]; CGC --- SP[Security Panel]; BTSB --- ECMS[Enterprise Content Management Steering Committee (proposed)]; BTSB --- BCC[Business Content Committee]; BTSB --- CJIS[CJIS User Policy Board]; BTSB --- OBAEC[Oracle Business Applications Executive Committee]; BTSB --- EGISC[Enterprise GIS Steering Committee]; BCC --- G20[Gov 2.0 Steering Committee]; BCC --- EAMSC[Enterprise Asset Management Steering Committee]; BCC --- ECADD[Enterprise CADD Steering Committee]; CJIS --- JCCMT[Justice ccms Management Team];
```

The diagram illustrates the organizational structure of County Governance Committees. At the top level, the Business Technology Services Board is the central entity, connected to the Technology Steering Cooperative, Security Panel, and five steering committees: Enterprise Content Management Steering Committee (proposed), BCC Technology Steering Committee, CJIS User Policy Board, Oracle Business Applications Executive Committee, and Enterprise GIS Steering Committee. The BCC Technology Steering Committee further oversees the Gov 2.0 Steering Committee, Enterprise Asset Management Steering Committee, and Enterprise CADD Steering Committee. The CJIS User Policy Board oversees the Justice ccms Management Team. At the bottom, two large green arrows indicate the flow of information: one pointing up for Technology Initiative Requests from Stake Holder Organizations, and one pointing down for Technology Initiative Approvals, funding and policies to Stake Holder Organizations. A double-headed green arrow on the right indicates Service Level Agreements between the County Governance Committees and Business Technology Services.

# Appendix B: EGIS Release Management Overview



# Appendix C: Key Documents

1. Enterprise GIS Steering Committee Operating Guidelines

<http://pinellas.sharepointsite.net/egis/default.aspx>

2. Enterprise GIS Working Group Operating Guidelines

<http://pinellas.sharepointsite.net/egis/default.aspx>

3. EGIS Strategic Plan

TBD

4. Release Summary

TBD

5. Pre-ROM Requirements

<http://intraweb.co.pinellas.fl.us/bts/pmo/project-mgmt-templates.htm>

6. Business Case

<http://intraweb.co.pinellas.fl.us/bts/pmo/project-mgmt-templates.htm>

7. Project Plan

<http://intraweb.co.pinellas.fl.us/bts/pmo/project-mgmt-templates.htm>

8. Service Level Agreement (SLA)

TBD

9. Statement of Work (SOW)

See Pinellas County Purchasing Department



**eGIS Working Group - Nominees - as of September 10, 2012**

#	Name	Stakeholder	#	Name	Stakeholder
1	Michael Schoderbock	PPC	34	Gail Tyburski	PSS
2	Linda Fisher	PPC	35	Dawn Wise	Pinellas Park
3	Jorge Quintas	DEI	36	Nicole Sokolowski	SOE
4	James Hall	DEI	37	Charlie Dye	PAO
5	Jay Perkins	DEI	38	Kristin Preston	PCSO
6	Elizabeth Hubert	DEI	39	Jill Hoersch	PCSO
7	Paul Hagler	DEI	40	Sandra Knoebel	MPO
8	Marcia Colby	DEI	41		BDRS
9	Shirley Zeller	DEI	42		Community Dev
10	Charles Gibson	DEI	43		Esri
11	Brenda Evans	DEI	44		Communications
12	Wendy Taylor	DEI	45		PCR
13	Robert Burnes	DEI	46		Emergency Mgmt
14	Malinda Fusco	DEI	47		HHS
15	Larry Solien	DEI	48		JCS
16	Melanie Weed	DEI	49		Public Defender
17	Penny Simone	DEI	50		State Attorney
18	Cindy Hasher	DEI	51		Clerk
19	Kerry McQuillen	DEI	52		Chief Judge
20	Ron Jenks	DEI	53		HR
21	Michael Roiland	County Web	54		Purchasing
22	Malia Kucera	County Web	55		Risk Management
23	Carol Ginski	BTS	56		Animal Services
24	Mike Dawson	BTS	57		CVB
25	Jason Griffin	BTS			
26	Toni Smith	eGIS Bureau			
26	Joe Baldwin	HHSCC			
27	Corey Atha	Econ Development			
28	Bob Humberstone	Tax Collector			
29	Tom Jewsbury	Airport			
30	Sean Griffin	REM			
31	Robin Giove	REM			
32	Alan Shellhorn	Planning			
33	Rick Cody	PSS			