

Pinellas County  
Business Technology Systems Board

Dear BTS Board Members;

I would like to thank the Board for the opportunity to serve as the Chief Information Officer of Business Technology Services for Pinellas County. I am very excited and honored to become part of the County Leadership team and part of the Pinellas County community. I am looking forward to working with the Board and each County Partner in meeting the needs of Pinellas County government and all county constituents.

Although I will need to understand the specific policies and procedures of Pinellas County government operations the first few months, my state government background will significantly decrease my learning curve in many areas giving me the ability to move into the role quickly. Below are a few, but not all, areas that I expect to be focusing my attention within the first 100 days:

- **BTS Board** – To meet all Board related administrative needs. To meet with Board members to discuss opportunities to improved BTS and its service to all county partners. To collaborate on how to improve technology alignment strategies to future county government direction and future needs.
- **Governance** – To understand the various committees and their function and missions. To meet and create partnerships with the committee members. To come up to speed on each large project and their current status. To assist in any way I can with the committees needs. To review the current BTS strategic plan and to assist in the creation of the next plan.
- **Human Resources/Organization Development** – To meet with each BTS leader to gain perspective into their thoughts on the organization and within their respective areas. To meet with all BTS staff and the review of each department and function. To assist in addressing any immediate Human Resource issues. To work with Human Resources and the Organizational Development Department on current and projected staffing positions and strategies. To aid the team's direction in the hiring of the ten new positions approved by the board.
- **Business Relationship Management/Partnerships** – To work with the BTS Business Relationship team on current and future partner needs. To meet with each Partner to gain perspective related to each partners business function, technology need, internal technology services, BTS technology services rendered, BTS customer relationship, major projects and feedback on BTS's strength, weaknesses, opportunities and threats.
- **Security** – To meet with the BTS Leadership and security staff on overall security practices, needs and strategies. To assist the Security department in planning the hiring of new staff and organizing the security department to meet all security concerns and needs. Work with the security assessment contractor to understand the security assessment and assist with the next steps of the plan.

- **Project Management** – To work with the Project Management Office to understand all current projects requirements, schedules, funding, staffing resources, milestones, issues and needed success factors. To meet with each project manager or lead for the major county projects to understand current project status and plans for project success. To meet with all project stakeholders to understand and cross check current status versus expectations.
- **Financial Management** – To meet with the BTS finance team to understand the current budget details and to address projected shortfalls and additional funding projections. To thoroughly understand the new cost recovery model and its impact on BTS and its partners. To also collaborate on and assist in existing identified opportunities to decrease cost and to suggest and explore even further cost reduction ideas.
- **Operations** - To work with all Operational teams on any immediate or short term issues that might need stabilization. Also work with the team on long term strategies and customer relationship improvements if needed. To champion a customer centric model by incorporating proactive solutions and by pushing continual improvements through efficiency and/or new technology deployment.
- **Performance/Transparency** – To understand individual stakeholder service level agreements and how performance metrics for each agreement is measured and being met. To evaluate enterprise operational metric information and its relationship to Service Level Agreements. To work with the Business Intelligence team on strategies to assist in the building of best practices for presenting existing metric information and any additional value added measures for transparency. To assimilate state and county transparency policies and regulations and how they apply to BTS data.

I welcome any other suggested areas of focus and/or feedback from the Board and County Partners with regard to any subject. Being new to the county and BTS, all feedback is very important to me. Also please do not hesitate to contact me at any time through personal email or my mobile phone.

Thank you again and I look forward to seeing you all very soon.

Sincerely;

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