



AGENDA

- 1. Call to Order – Chair, Commissioner Welch**
- 2. Designation of Voting Proxies – Chair, Commissioner Welch**
- 3. Approval of Meeting Minutes – Chair, Commissioner Welch**
 - *BTS Board Meeting – October 16, 2014*
 - *BTS Board Meeting – January 22, 2015*
- 4. Discussion of Organizational Issues – Chair Welch & Board**
- 5. BTS Executive Overview – Martin Rose**
- 6. FY16 Budget & Decision Packages – Martin Rose**
- 7. Adjournment – Chair, Commissioner Welch**



Pinellas County Business Technology Services

Executive Overview

Partnering to provide the solutions most important to our Customers' Business

April 16, 2015

Goals

- 
- Community
 - Partnerships
 - Innovation & Governance
 - Service Delivery
 - Talent
 - Financial

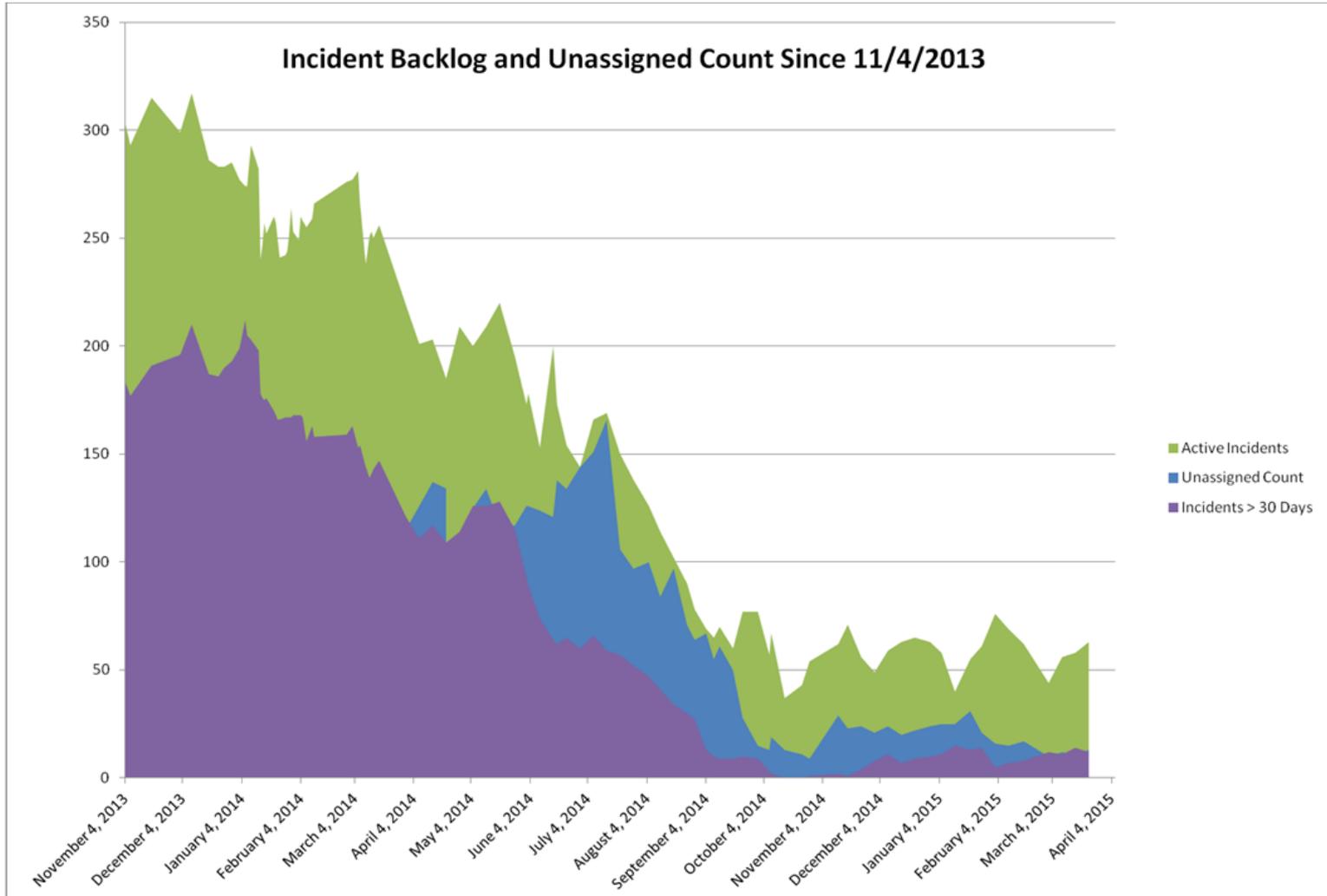
Metrics

| Goal | Performance Measure | Oct | Nov | Dec | Jan | Feb | Mar | YTD Avg | YTD Ttl | Target | Strch | Good | |
|------------------|--|--------|--------|--------|--------|-------|--------|---------|---------|--------|--------|------|--|
| Service Delivery | Applications Support | | | | | | | | | | | | |
| | Incident Service Level Target Rate | 82.1% | 96.0% | 87.4% | 83.5% | 76.3% | 92.2% | 86.3% | | 92.0% | 97.0% | ↑ | |
| | Request Service Level Target Rate | 86.1% | 89.1% | 86.9% | 92.1% | 89.9% | 85.8% | 88.3% | | 92.0% | 97.0% | ↑ | |
| | Change Success Rate | 96.1% | 95.7% | 97.4% | 100.0% | 95.5% | 91.7% | 96.1% | | 95.0% | 98.0% | ↑ | |
| | Problem Labor vs. Incident Labor | 0.1% | 0.0% | 0.0% | 0.8% | 0.1% | 5.9% | 1.1% | | 10.0% | 25.0% | ↑ | |
| | Emerging Technologies/Development | | | | | | | | | | | | |
| | % of applications on unsupported platforms | 25.0% | 20.0% | 20.0% | 17.0% | 17.0% | | 19.8% | | 20.0% | 30.0% | ↓ | |
| | Incident Service Level Target Rate | 92.2% | 81.3% | 86.6% | 88.5% | 82.7% | 72.1% | 83.9% | | 92.0% | 97.0% | ↑ | |
| | Request Service Level Target Rate | 84.9% | 89.5% | 86.6% | 81.3% | 77.5% | 89.3% | 84.9% | | 92.0% | 97.0% | ↑ | |
| | Problem Labor vs. Incident Labor | 0.1% | 3.3% | 0.3% | 0.4% | 0.0% | 0.8% | 0.8% | | 10.0% | 25.0% | ↑ | |
| | Change Success Rate | 100.0% | 100.0% | 95.7% | 100.0% | 90.0% | 100.0% | 97.6% | | 97.0% | 98.0% | ↑ | |
| | % efforts completed within 15% of estimate | | 50.0% | 100.0% | 100.0% | N/A | | 83.3% | | 75.0% | 90.0% | ↑ | |
| | Infrastructure Services | | | | | | | | | | | | |
| | Customer Incident Impact Rate: | 65.3% | 64.2% | 69.9% | 73.9% | 69.6% | 68.4% | 68.6% | | 60.0% | 50.0% | ↓ | |
| | Incident Service Level Target Rate: | 92.9% | 92.7% | 95.7% | 93.8% | 95.8% | 94.3% | 94.2% | | 92.0% | 97.0% | ↑ | |
| | Request Service Level Target Rate: | 90.7% | 90.5% | 92.0% | 89.9% | 85.8% | 89.1% | 89.7% | | 92.0% | 97.0% | ↑ | |
| | Problem Labor vs. Incident Labor: | 13.7% | 22.0% | 23.1% | 13.2% | 26.4% | 23.5% | 20.3% | | 10.0% | 25.0% | ↑ | |
| | Unauthorized Change Count: | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | ↓ | |
| | Change Success Rate: | 0.0% | 100.0% | 97.1% | 95.9% | 97.6% | 97.1% | 81.3% | | 97.0% | 98.0% | ↑ | |
| | Spectrum Hardware Availability | 99.3% | 99.3% | 99.5% | 99.1% | 99.1% | 99.2% | 99.2% | | 99.50% | 99.90% | ↑ | |

BTS Statistics

| Number of | Infrastructure/Applications |
|-------------|---|
| 103 | Facilities (Buildings) Supported |
| 218 | Applications (includes all COTS, GIS, OPUS, Mainframe, BI, Hyperion and in-house developed) |
| 1,223 | Servers (50% virtual) |
| 6,123 | Telephones |
| 1,484 | Network Infrastructure Devices |
| 3,745 | Workstations Supported |
| 1,185 | Workstations Deployed |
| 30,020 | CSC Tickets Opened |
| 23,384 | CSC Tickets Resolved – Remainder resolved at 2 nd level. |
| 185,000/day | Emails (sent and received) |
| 15M/day | Block Unauthorized Access (inbound) |
| 79K/day | Blocked websites content, virus, spyware (outbound) |
| 55K/day | SPAM (88% of all inbound mail is blocked) |
| 5,435 | Total Number of mailboxes supported |

Incident Tickets



No major outages within the last 11 months!

Accomplishments

- **Completion of the Criminal module for the Consolidated Case Management System for Sixth Judicial Circuit partners.**
- Converted the old marriage license data(prior 2003) from Mainframe to Oracle for Clerk of the Circuit Court
- Re-hosted the Jury application for the Clerk of the Circuit Court
- Creation of the Clerk's Contracts Repository application
- Migrated Water and Vehicle Registration report from Mainframe
- Developed 30 view-only screens to access Mainframe Data for the BCC and the Clerk of the Circuit Court
- Rewrite of online payment Web, Kiosk and IVR applications for Odyssey
- Rolled out the new "Doing Things for You" mobile application
- **Decommission the Mainframe**

Accomplishments

- **Completed the Public Safety Complex and new Data Center technology implementation**
- Developed the Volunteer Services Program (VSP) application for Human Resources
- Developed the Public Involvement application for Metropolitan Planning Organization (MPO)
- Developed the Fingerprints Records and ID Application for the Sheriff's Office
- Developed the High Prescribing Health Clinic (HPHC) application for Justice and Consumer Services
- Awarded outstanding Citizen Engaged Community designation by Public Technology Institute (PTI)
- **Developed the Water Navigation Application for Environmental Management**

Accomplishments

- **Implemented the Taleo/FACE Performance Measurement System for Human Resources**
- Updated credit card applications to work with the new Cyber Source for BCC
- Migration of Utilities (Water/Sewer) data and Master Roads/Addresses Database data from Legacy GIS to ESRI
- Developed a new Crime viewer application for the Sheriff's Office
- Updated the 911 Dispatch GIS Infrastructure
- Pinellas Planning Council implementation of projects/grants while merging with Metropolitan Planning Organization
- Developed Tactical Budget Application for OMB
- Developed a Financial (GL) Dashboard for OMB
- **Implementation of the CHEDAS Accounting Module for Health and Human Services**

Accomplishments

- **Provided remote and on-site support during elections for Supervisor of Elections**
- Rebuild of all Clerk PubView terminals with VMware VDI
- Implementation of County phones at PSC Sheriff and 911 call centers
- Supported two 911 Phone outages after lightning strikes
- New phone implementation at Fort Desoto Park for Parks & Recreation
- Migration of Convention and Visitors Bureau to County phone system
- Security team in place, deployed several new security systems
- **Assisting with the Department of Homeland Security Audit for Utilities critical infrastructure (SCADA)**

Projects

- **Justice CCMS**
 - Odyssey Criminal post-implementation
 - Justice eFiling and 360 Replacement projects underway
- **Public Safety Complex - Phase 2**
 - New Court House to PSC Migration
- **Tax Collector OPUS Implementation**
 - OPUS OTL and Payroll

Projects

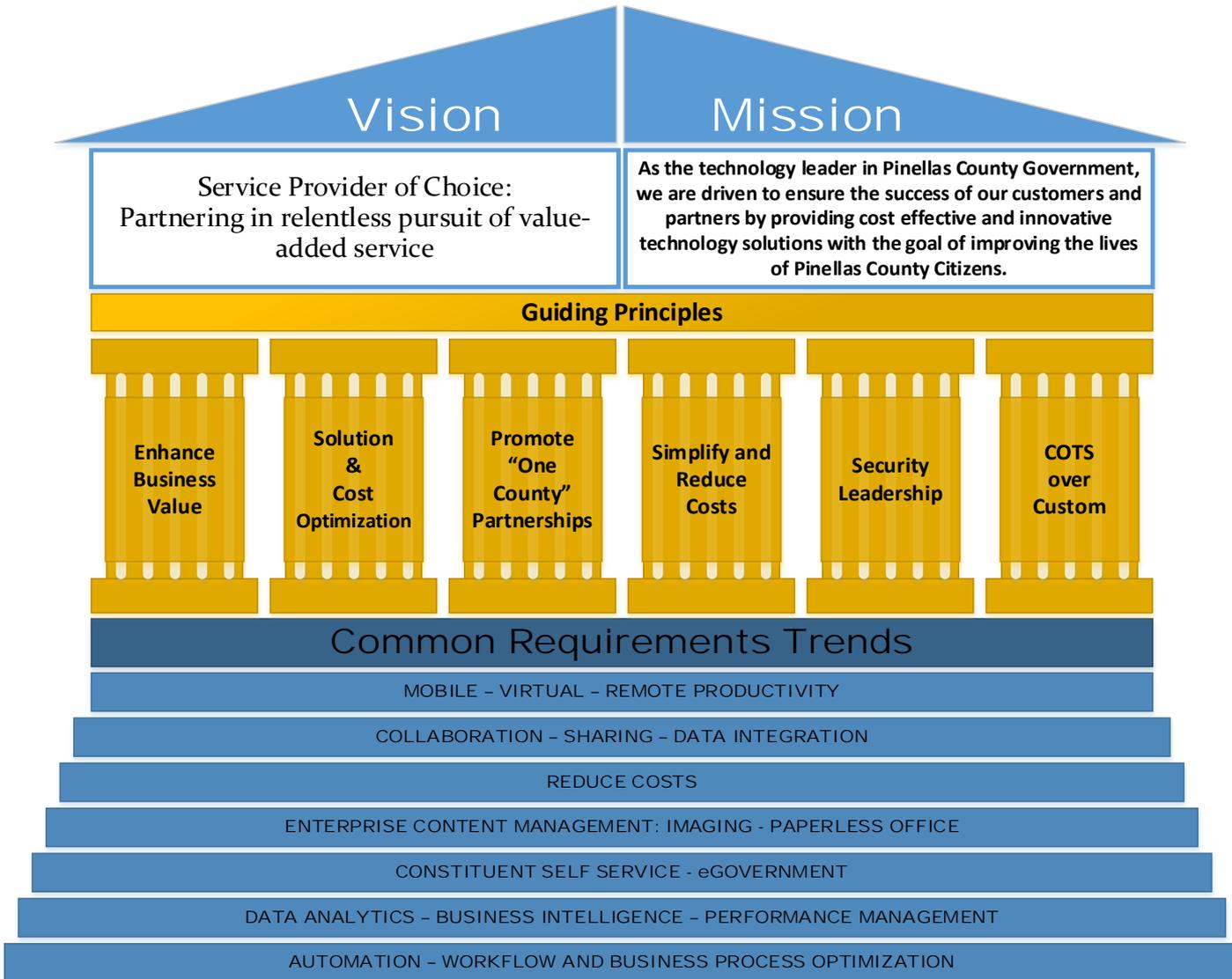
- **Agenda Automation**

- Granicus solution to automate agenda management and contract review

- **eGIS 2015 Release 1**

- BDRS Front Counter, Road Centerline Cleanup, Roads and Addresses Redlining Notification, DEI Asset Viewer, REM County Owned Lands Phase II, SOE MapInfo to eGIS, Damage Assessment Phase II, DEI Data Migration of Stormwater and Transportation

Strategy Overview





Pinellas County Business Technology Services

FY16 BTS Budget

Partnering to provide the solutions most important to our Customers' Business

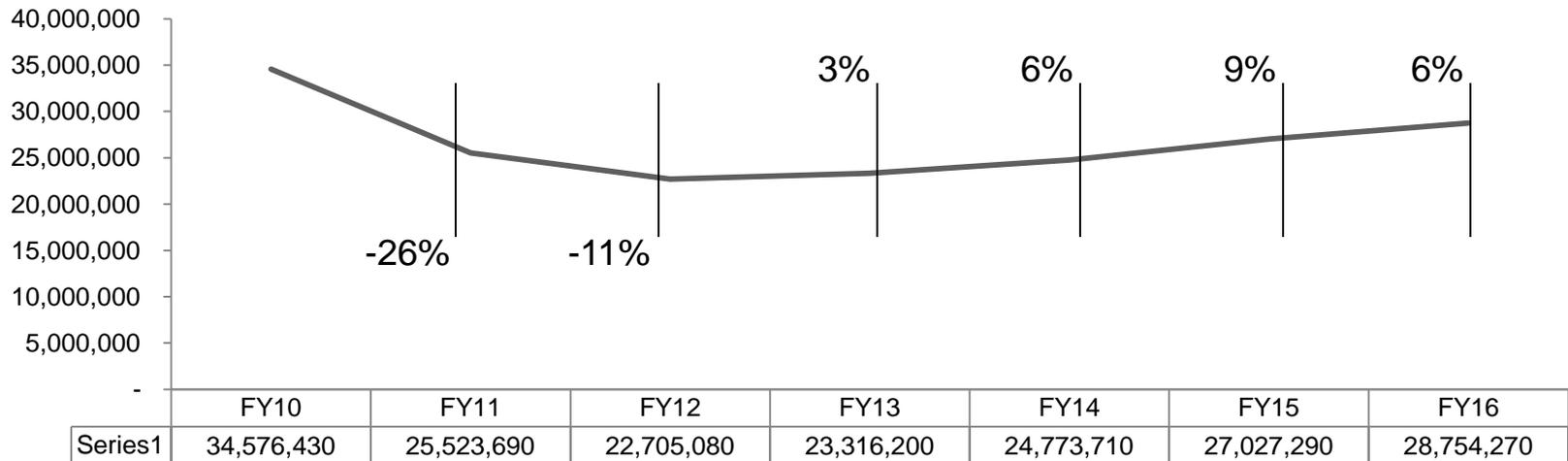
April 16, 2015

Base Budget Target Summary

| | |
|----------------------------|----------------------|
| FY16 Budget Target | \$ 27,978,670 |
| Target Adjustments* | \$ 775,600 |
| FY16 Budget Request | \$ 28,754,270 |

**Enterprise License & Maintenance Adjustments for BCC approved agreements with >1.5% annual increase; IT consolidation & new items added to BTS Fund; Growth in annual maintenance agreements for CIP.*

BTS Base Budget History



FY16 BTS Fund Summary

Total Budget = Base Budget + Cost Pools

\$35,135,470 = \$28,754,270 + \$6,381,200

Base Budget

Cost Pools

| | | | |
|---|---------------------|-------------------------------|--------------------|
| FY16 Adjusted Target | \$28,754,270 | Cost Pools | \$6,381,200 |
| FY16 Request | \$28,754,270 | | |
| <i>BTS Personal Services</i> | <i>17,375,760</i> | <i>CIP*</i> | <i>2,142,920</i> |
| <i>BTS Operating Expenses</i> | <i>954,020</i> | <i>Justice</i> | <i>1,520,060</i> |
| <i>Enterprise License & Maintenance</i> | <i>8,303,340</i> | <i>OPUS</i> | <i>400,880</i> |
| <i>Inter-Gov & Adjustments</i> | <i>2,121,150</i> | <i>BCC Strategic Projects</i> | <i>2,317,340</i> |
| | | <i>DEI Enterprise**</i> | <i>0</i> |

* CIP represents recurring funding need. CIP requires \$1,312,292 FY16; \$1,620,551 from recurring appropriation and balance forward in CIP Reserve for future planned purpose.

** DEI Cost Pool funded 100% by Enterprise Funds; Budget transitioning back to DEI/Utilities



Pinellas County Business Technology Services

FY16 BTS Budget Decision Packages

Partnering to provide the solutions most important to our Customers' Business

April 16, 2015

Enterprise GIS ESRI Agreement

New ELA Option

| | |
|---|-------------------|
| Agreement One-Time <i>Over 3 Years</i> | \$ 1,830,000 |
| Total Budget Offsets | (\$ 1,428,450) |
| Net Impact 3 years | \$ 401,550 |



| Cash Flow | Year 1 (FY16) One-time | Year 2 (FY17) One-time | Year 3 (FY18) One-time | Year 4 (FY19) Recurring |
|-------------------|------------------------------|------------------------------|------------------------------|-------------------------------|
| New ELA | \$ 590,000 | \$ 610,000 | \$ 630,000 | \$ 500,000 |
| Budget Offset | (\$ 476,150) | (\$ 476,150) | (\$ 476,150) | (\$ 476,150) |
| Net Impact | \$ 113,850 | \$ 133,850 | \$ 153,850 | \$ 23,850 |

Total One-time Funding: \$ 401,550 over 3 years

Total Recurring Funding: \$ 23,850 Starting FY19

Microsoft Enterprise Agreement

- Bought out of agreement in 2008
- Saved approximately \$3.5 million over 7 years
- Effectively locked us in at 2007 technology for Office, Email, and server infrastructure.

Incompatibility Issues:

- Incompatibility issues with older versions of software are becoming more pervasive
- Several groups/departments have had to procure new versions of Office due to compatibility issues
- 50% of this year's CRV survey respondents reported that they have business requirements that are not able to be met with Office 2007.

Security Issues:

- End of Support dates are approaching
- Vulnerabilities will no longer be remediated or patched

Version Table

| County Version | # of Versions Behind | Current Version | Next Major Release (est.) |
|------------------------------|----------------------|------------------------------|---------------------------|
| Office 2007 (EOS 2017) | 2 | Office 2013 | 2015 |
| Exchange 2007 | 2 | Exchange 2013 | 2016 |
| Win Server 2008 | 3 | Win Server 2012R2 | 2016 |
| Client Access Licenses 2008 | 3 | Client Access License 2012R2 | 2016 |
| Office Communicator 2007 | 2 | Lync 2013 | 2015 |
| SharePoint 2010 (foundation) | 1 | SharePoint 2013 | 2015 |

- Minimum 12-18 month migration to roll out Office and train all county staff.
- This will be a significant training effort due to the fact we are currently two versions behind.
- Needs to be done in FY2016 because Office 2007 will be end of support in 2017.

Microsoft Enterprise Agreement Comparison

(Without PCSO, Clerk, Tax Collector, Courts)

Value-Add On_Premise Option

| Description | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------|----------------|----------------|----------------|----------------|----------------|
| Annual | \$1,884,427.14 | \$1,362,090.47 | \$1,291,655.44 | \$600,938.30 | \$857,069.91 |
| Total Cost of Ownership | \$1,884,427.14 | \$3,246,517.61 | \$4,538,173.05 | \$5,139,111.35 | \$5,996,181.26 |

On-Prem Equal to 365

| Description | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------|----------------|----------------|----------------|----------------|----------------|
| Annual | \$2,700,210.33 | \$2,177,873.66 | \$2,107,438.63 | \$1,286,692.93 | \$1,542,824.54 |
| Total Cost of Ownership | \$2,700,210.33 | \$4,878,083.99 | \$6,985,522.62 | \$8,272,215.55 | \$9,815,040.09 |

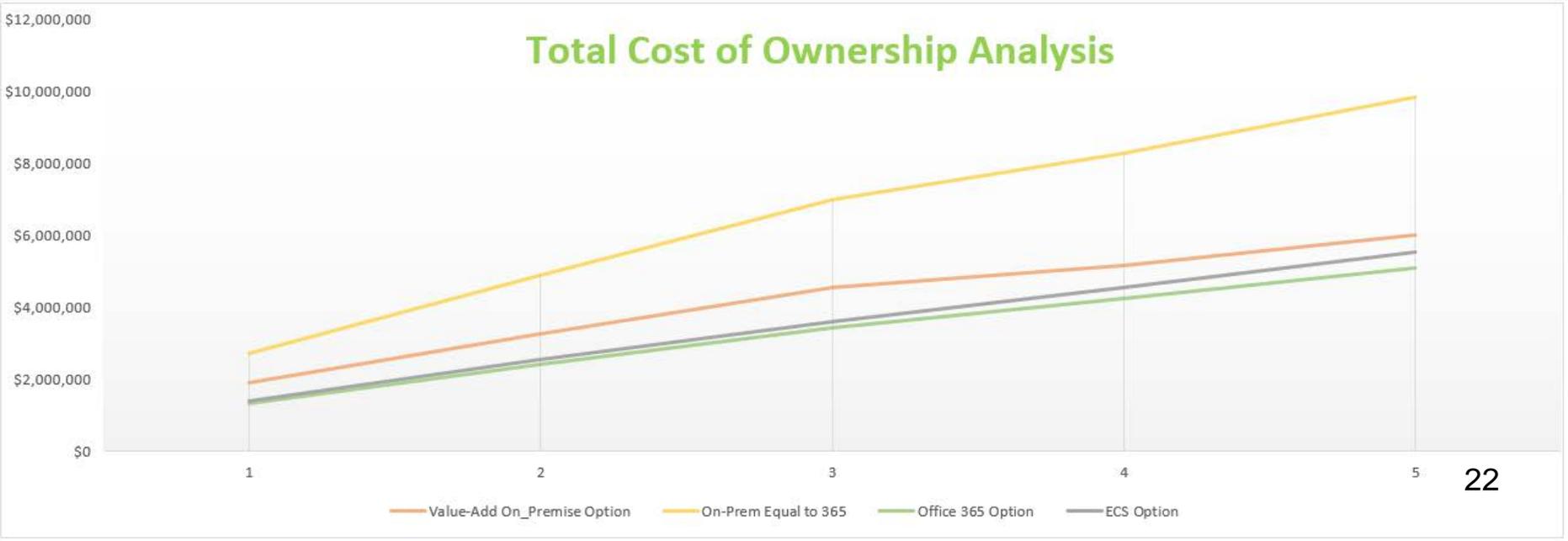
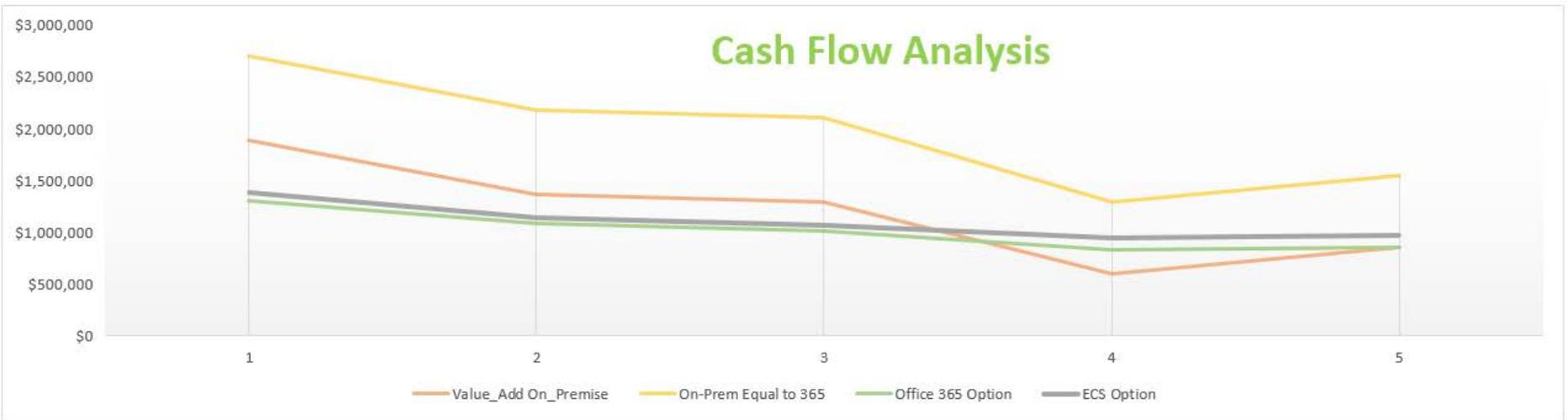
Office 365 Option

| Description | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------|----------------|----------------|----------------|----------------|----------------|
| Annual | \$1,301,374.39 | \$1,088,400.72 | \$1,015,973.69 | \$831,901.63 | \$857,233.24 |
| Total Cost of Ownership | \$1,301,374.39 | \$2,389,775.11 | \$3,405,748.80 | \$4,237,650.43 | \$5,094,883.67 |

ECS Option

| Description | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|-------------------------|----------------|----------------|----------------|----------------|----------------|
| Annual | \$1,388,901.35 | \$1,140,927.68 | \$1,068,500.65 | \$948,262.23 | \$973,593.84 |
| Total Cost of Ownership | \$1,388,901.35 | \$2,529,829.03 | \$3,598,329.68 | \$4,546,591.91 | \$5,520,185.75 |

Microsoft Enterprise Agreement

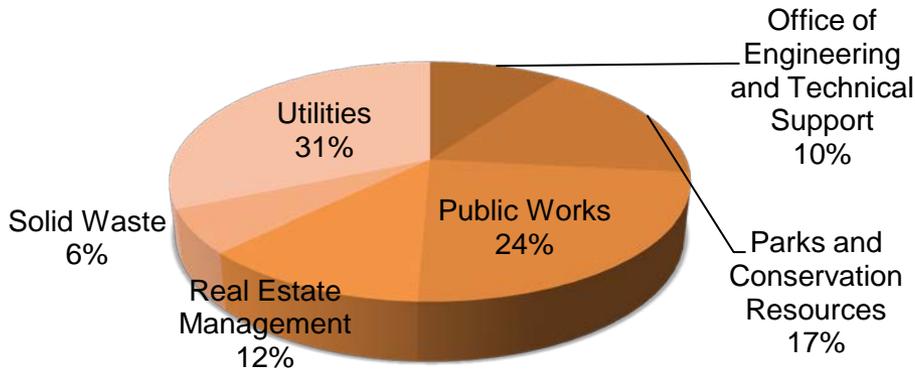


Recommendation

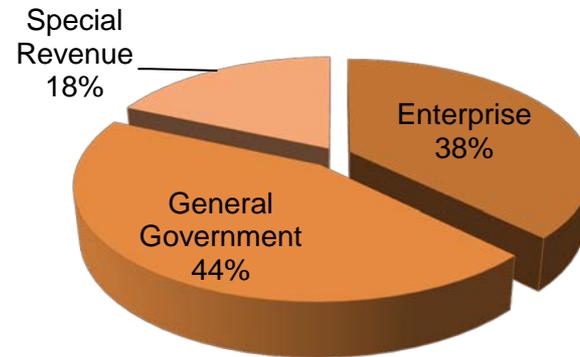
- BTS has included the Enterprise Cloud Suite (ECS) option in the decision packages for the BTS budget.
- The ECS option provides the most value and benefit. Everything in Office 365 plus:
 - Mobility Suite
 - Multi-Factor Authentication (security)
 - Single-Sign-On (SSO) in the cloud
 - Password reset portal in the cloud
- ECS option eliminated counting devices and client access licenses.
- The decision package is a total cost of ownership estimate that encompasses all of the Microsoft expenses countywide.
- Rollout to take place over 12 months. No first year cost avoidance.

Enterprise Asset Management

BCC Business Project



User Impact by Department



Users by Funding Source

Estimated Project Budget \$ 7,852,390

| Cash Flow | Year 1 (FY16) One-time | Year 2 (FY17) One-time | Year 3 (FY18) One-time | Year 4 (FY19) Recurring |
|--------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|
| Estimated Project Budget | \$ 3,489,950 | \$ 3,489,950 | \$ 872,490 | |
| Approved Appropriation | (\$1,391,010) | | | |
| Total Annual Need | \$ 2,098,940 | \$ 3,489,950 | \$ 872,490 | \$ 860,000 |

Total One-time Funding Year 1-3: \$ 6,461,380

Total Recurring Funding Year 4 (Offsets Not Included): \$ 860,000

FY16 Decision Packages

BTS Services

| Service | Description | FY16 Recurring | FY16 One Time | FY17 Recurring |
|---|--|---------------------|---------------------|---------------------------------|
| Telephone | Interactive Voice Response (IVR) Replacement | | \$ 310,000 | \$ 55,000 |
| Multiple | Application Portfolio Modernization <i>5000 Hrs; Potential FY15 Funding will reduce this request</i> | | \$ 500,000 | |
| GIS | ESRI Agreement <i>*Net Impact Year 1 \$113,850; Year 2 \$133,850; Year 3 \$153,850; Year 4+ \$23,850</i> | \$ 113,850 | | <i>*See Net Impact Year</i> |
| | LiDAR (Every 5 Years) | | \$ 200,000 | |
| Enterprise IT Services | Microsoft Enterprise Agreement <i>*Year 1 \$1,388,910 Year 2 \$1,140,930, Year 3 \$1,068,500, Year 4+ \$948,270; Assumes BTS Recommended ECS option; Does not include PCSO, Clerk, Tax Collector, Courts.</i> | \$ 1,388,910 | | |
| Total Decision Packages BTS Services | | \$ 1,502,760 | \$ 1,010,000 | |

FY16 Decision Packages

BCC Business Projects

| Project | Description | FY16 Recurring | FY16 One Time | FY17 Recurring |
|--|---|-------------------|---------------------|-------------------|
| Enterprise Asset Management (EAM) | Total estimated multi-year cost of \$7,852,430 includes estimated CitiWorks Agreement, BTS Costs & Business Costs. <i>*Year 1 Estimated Net Impact</i> | | \$ 2,098,940 | |
| Medical Examiner LIMS Replacement | Replace legacy BTS Custom Build Laboratory Information Management System (LIMS) Replacement with COTS solution. | | \$ 325,000 | \$ 60,000 |
| Justice & Consumer Services Application Replacement | Justice and Consumer Services case management system is written in an unsupported development technology (Oracle Forms). | | \$ 265,000 | |
| Total Decision Packages BCC Projects | | | \$ 2,688,940 | |

FY16 Decision Packages

BTS Personnel

| Staffing | Description | FY16 Recurring | FY16 One Time | FY17 Recurring |
|------------------------------|-----------------------------------|---------------------------|--------------------------|---------------------------|
| Enterprise IT Service | Data Architect | \$ 144,872 | | \$ 144,872 |
| | Disaster Recovery Lead | \$ 114,507 | | \$ 114,507 |
| | Developer – CCMS/COTS | \$ 98,759 | | \$ 98,759 |
| | Developer SME - .NET/JAVA | \$ 114,507 | | \$ 114,507 |
| | Developer Analyst - .NET/JAVA | \$ 107,697 | | \$ 107,697 |
| | Field Support Technicians (AV) x2 | \$ 181,395 | | \$ 181,395 |
| | Apple Products Engineer | \$ 98,759 | | \$ 98,759 |

(See next slide for Personnel Descriptions)

| | |
|---|-------------------|
| Total Decision Package BTS Personnel | \$ 860,500 |
|---|-------------------|

BTS Personnel Descriptions

- **Data Architect** – Needed to maintain the mapping of every structured data element across the County and help architect new applications, which join those data elements to normalize and reuse data. They will also oversee all Big Data initiatives.
- **Disaster Recovery (DR) Lead** – Needed to manage all partners DR needs, create and maintain DR plans, test and oversee the BTS DR of all systems to the ERB. This position will also be the liaison with the EOC, a position that EOC has been desperately seeking from BTS.
- **CCMS COTS Developer** – Needed for new CCMS development activity and for long term support of those systems. The CCMS system is a large complex system with 28 interfaces and growing.
- **.NET/Java Developer** – Needed to relieve a single point of success within BTS, the lack of .NET developers affected the JIMS project delivery and CCMS rollout. They will build .NET applications within the Rapid Application Delivery team.
- **.NET/Java Support Programmer** – Needed for supporting the .NET applications built by the developer position.
- **Remote Technicians (AV) Technician (2)** – Needed to support the increase in more modern mobile systems and applications which have come online. They will also support the growing Audio-Visual systems needs.
- **Apple Products Engineer** – Needed to bring Apple product technology into the county technology portfolio for business needs.

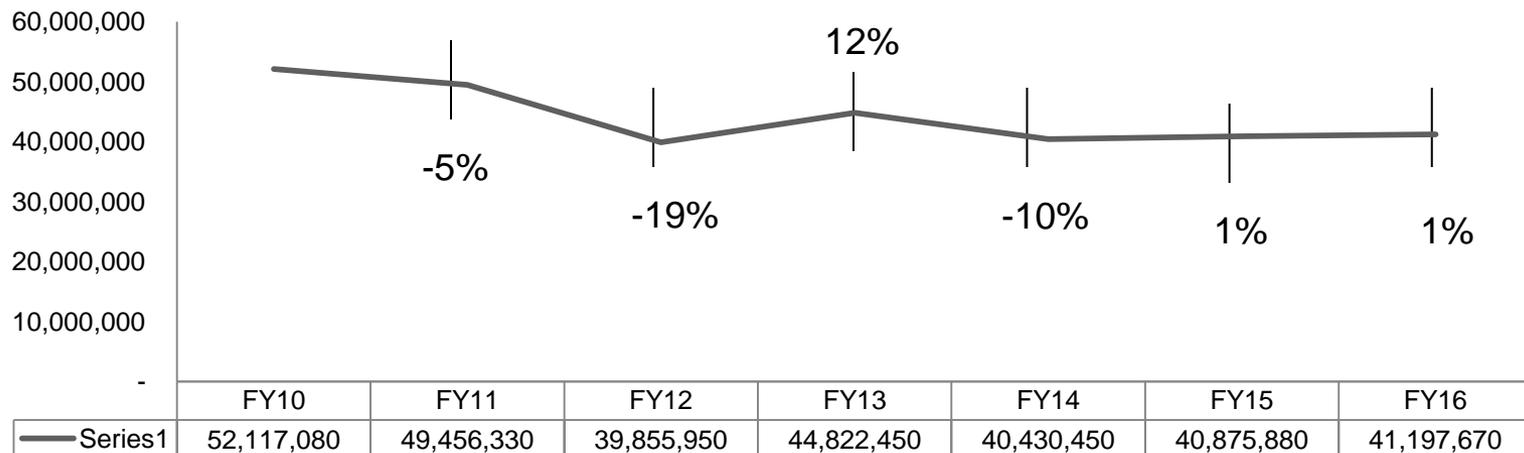
FY16 Decision Packages Summary

| Decision Package | Description | FY16 Recurring | FY16 One Time | FY17 Recurring |
|--------------------------------|--|---------------------|---------------------|-------------------|
| BTS Personnel | 8 Positions | \$ 860,500 | | \$ 860,500 |
| BTS Services | Telephone; Security; GIS; Microsoft Enterprise Agreement | \$ 1,502,760 | \$ 1,010,000 | \$ 55,000 |
| BCC Business Projects | Medical Examiner LIMS Replacement; JCS Application Replacement | | \$ 590,000 | \$ 60,000 |
| Total Decision Packages | | \$ 2,363,260 | \$ 1,600,000 | |
| Total FY16 Impact | | \$ 3,963,260 | | |
| EAM Project (Year 1) | | \$ 2,098,940 | | |
| Total | | \$ 6,062,200 | | |

FY16 BTS Budget Request w/Decision Packages

| | |
|----------------------|----------------------|
| Base Budget | \$ 28,754,270 |
| Cost Pools | \$ 6,381,200 |
| Total | \$ 35,135,470 |
| Decision Packages | \$ 3,963,260 |
| EAM Project (Year 1) | \$ 2,098,940 |
| Total | \$ 41,197,670 |

BTS Fund History





Questions

Thank you for your continuing support!