



Doing Things!

**Office of Technology and
Innovation**

February 13, 2018





Who We Are

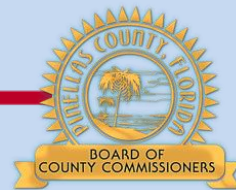
23.0 FTE, 1.1% of County Administrator Workforce

- Enterprise Asset Management Team
 - IT Applications Development/Support
 - IT Business Support
-
- IT Application development/support group for the Board of County Commissioners



What We Do

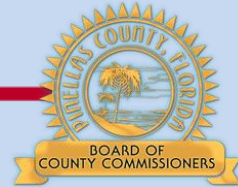




Examples of Business Applications OTI Supports (Around 70 total)

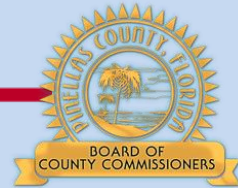
- CityWorks (Asset Management)
- Accela Civic Platform (DRS/Planning)
- Maximo (Utilities/REM)
- Permits Plus (DRS/Building)
- CATS (County Admin)
- Granicus (County Admin)
- Credit Card Payment Systems
- Ready Pinellas
- CodeRed (Emergency Management)
- E-App (Human Services)
- PetPoint (Animal Services)
- FleetFocus (Fleet)
- Funeral Home Billing (Med Exam)
- SeeClickFix (Countywide)
- Pinellas County Website (Countywide)
- WebEOC (Emergency Management)
- Chedas (Human Services)
- Ward Fuel (Fleet)
- Agile Assets (Public Works)
- Parks Reservation System (Parks)
- CareScope (Human Services)
- FOGTracker (Utilities)
- Granite XP (Utilities)
- VCMS (Mosquito Control)
- Budget Detail Application (OMB)

Doing Things

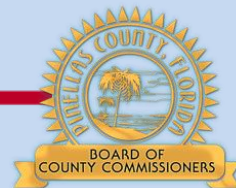


- Continue seeking cloud-based ***commercial off the shelf*** business applications (COTS over custom development)
- Increase ***mobility*** of application portfolio with the goal of providing services to any device, anywhere
- Seek systems that accommodate ***data transparency*** and open data integration
- Modernize application portfolio and ***retire legacy*** technologies
- Continue ***strong partnership with BTS*** to provide holistic IT services to the BCC

Doing Things



- ***Maximize return on investment*** in technology solutions for BCC departments
- Ensure ***long-term sustainability*** for County's application portfolio
- Provide citizens and internal customers with ***best possible user experience***
- Performance Metrics
 - ***Customer Satisfaction Surveys***
 - ***Application Support Tickets – Resolution Times, Volumes***



Thank you!