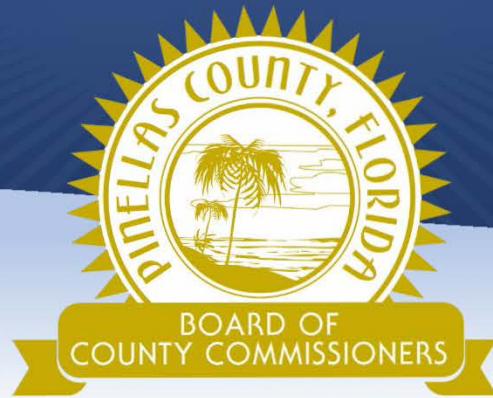


Doing Things!

To Serve the Public

Office of Technology and Innovation



Our Vision:
To Be the Standard for
Public Service in America.

Doing Things! Presentation

Presented by Bryan Zumwalt

March 5, 2019



Our Vision: To Be the Standard for Public Service in America.





- **23.0 FTE, 1.1% of County Administrator Workforce**
 - **Information Technology Support**
 - Application Development/Modernization
 - Application Technical Support
 - **Business Support**
 - Project Management
 - Change Management
 - Business Analysis and Process Improvement
- **Dedicated information technology support group for the Board of County Commissioners (BCC)**



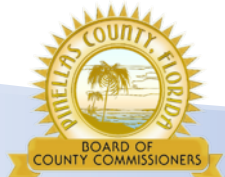
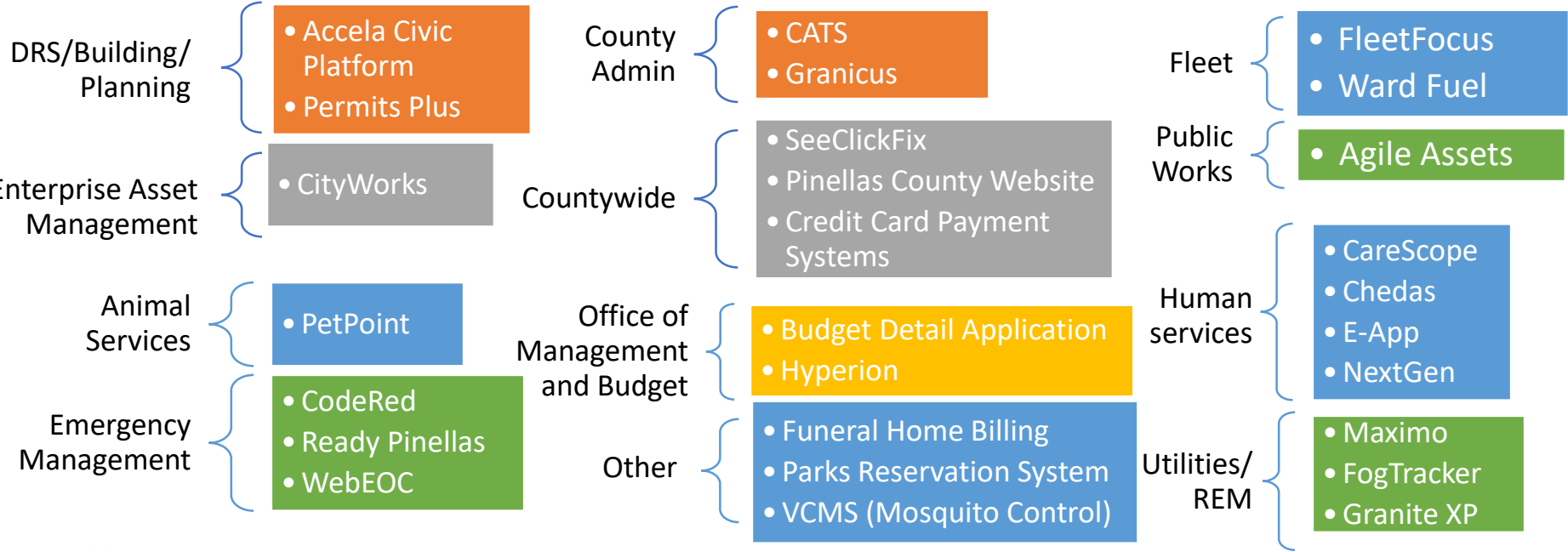
What We Do



- Provide **information technology support** services for the BCC
- **Align** technology resources with business needs and **strategic plan**
- Introduce **innovation** and **process improvement** to existing systems
- Provide **training** and **integration services** for business systems
- **Manage** and **modernize** the County's business **application portfolio**



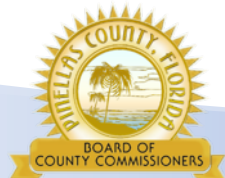
What We Do





FY18 Accomplishments

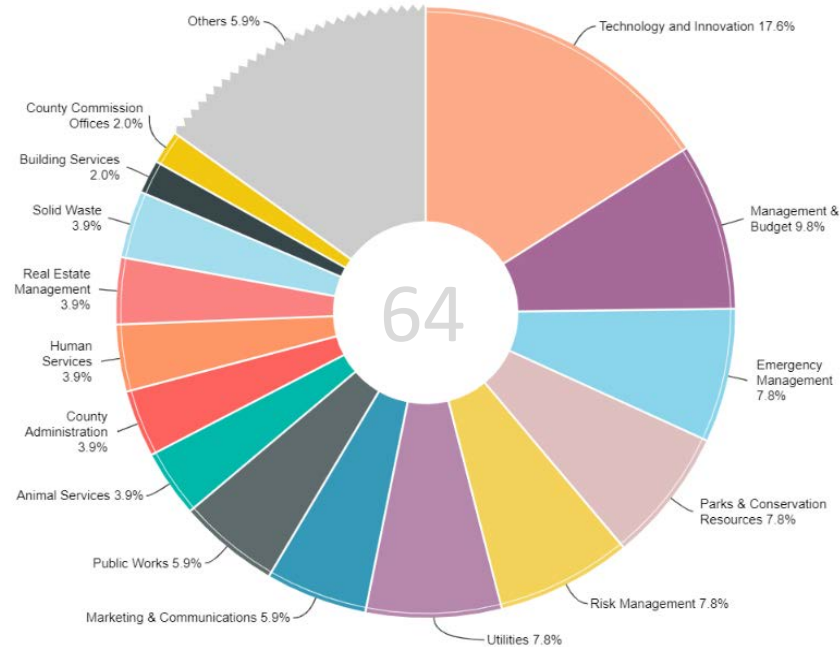
- New Public Special Needs Application System (**Emergency Management**)
- Pinellas County Construction Licensing Board Transition and Process Mapping (**Contractor Licensing Department**)
- Maximo Asset Management System Upgrade (**Utilities**)
- Socrata Performance Management System Launch (**Office of Management & Budget**)
- CityWorks Asset Management System Configuration and Architecture (**BCC-Enterprise**)
- Accela Civic Platform System Configuration (**BCC-Enterprise**)



64 Active Projects in Backlog

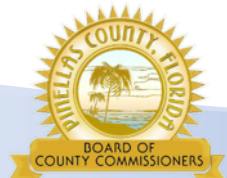
Key BCC Technology Initiatives:

- E-Permitting and Electronic Plan Review (Accela)
- Enterprise Asset Management (CityWorks)
- Enterprise Performance Management (Socrata)
- Pinellascounty.org Modernization
- Electronic Parks Reservations (CivicRec)
- Animal Services Case Management (Accela)



Our Strategic Path...

- Portfolio Modernization (Retire Legacy Systems)
 - Cloud Services (subscription expense) vs. Self-Hosted (capital/labor expense)
- Enhanced mobility (Any Device/Anywhere)
- Data Transparency and Open Government
- Continue strong partnership with BTS to provide holistic IT services to the BCC



Thank you!



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