

# Business Technology Services Department

**Department Purpose:** BTS is the central IT service provider to Pinellas County Government. BTS provides a full suite of technology services to all BCC departments as well as continuing services to the Constitutional Officers, agencies, and the Courts. BTS is governed by the BTS Board, which consists of representation from the BCC and each Constitutional Officer.

## Opportunities for Efficiencies:

- Three Decision Packages (DP) (in ascending department rank order and supported by BTS Board)
  - Network Segmentation
    - \$1.25M in FY21, which includes the first year of recurring maintenance / support
    - \$250K annual recurring maintenance / support beginning FY23
    - Proposed solution to address technology security risks. Solution will segment enterprise network to a level that will limit security threats.
  - Application Access Portal
    - \$400K in FY21
    - \$250K annual ongoing subscription fees starting in FY22
    - Proposed solution will improve user experience with elimination of individual passwords for each software application. Users will access apps via single portal. Multi-Factor Authentication will also be implemented, which improves security. Pilot project for BCC apps has commenced in FY20 with funding from Office of Technology and Innovation.
  - Legacy Application Modernization
    - \$332K in FY21 for first portion
    - \$300K in FY22 for remaining portion
    - Over 100 legacy apps require local admin rights on customer computers. This is a security risk. These apps require either modernization or transition to other products/platforms that include security measures. Offsetting savings may be realized based on retirement of technology platforms currently used to support these legacy apps.

## Potential Threats:

- Cyber security in everchanging technology environment. All DPs support reducing risk of entry and spread of vulnerabilities through phishing and social engineering.
- Challenges with hiring and retaining various positions, partly due to required skill levels and marketplace compensation package competition.

# Business Technology Services Department

## Budget Summary & Highlights:

### Business Technology Services Standard Revenues - Rollup

	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Budget	FY20 Estimate	FY21 Request
Charges for Services	37,127,625	39,916,510	45,510,767	41,098,460	41,018,440	39,894,070
Interest Earnings	111,472	206,777	744,943	152,000	152,000	184,900
Rents, Surplus and Refunds	84,836	37,726	11,569	0	19,567	0
Other Miscellaneous Revenue	56,493	77,121	48,924	32,140	32,803	32,850
Transfers from Other Funds	950,000	0	0	0	0	0
Beginning Fund Balance	20,175,267	22,398,665	15,010,417	17,300,890	19,463,390	14,734,280
<b>Total</b>	<b>58,505,692</b>	<b>62,636,800</b>	<b>61,326,620</b>	<b>58,583,490</b>	<b>60,686,200</b>	<b>54,846,100</b>

- Revenues
  - Charges for Services is comprised of BTS cost allocation payments by BCC departments and non-BCC departments, and custom IT services payments by various Constitutionals that are invoiced based on services rendered. FY21 Request reflects a decrease of \$1.2M (2.9%) compared to FY20 Budget. This decrease is due to reductions in funding needed for Accela and Cityworks/EAM projects, as well as higher beginning fund balance for FY20. The higher beginning fund balance was due to timing of project completions during FY19.
  - Interest Earnings are estimated based on Beginning Fund Balance and assumes 1.0% interest rate.
  - Other Miscellaneous Revenue includes non-Pinellas County Government agencies' usage of the County's telephone system. Agencies include Juvenile Welfare Board, Juvenile Assessment Center/Operation PAR (Parental Awareness and Responsibility), State Attorney/Child Welfare, Community Outreach, etc.

# Business Technology Services Department

## BTS Department Expense Budget Summary Excluding Reserves

### Enterprise IT Services + Custom IT Services Only (Excluding CIP)

	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Budget	FY20 Estimate	FY21 Request	FY20B v FY21B Incr / (Decr)
Personal Services	16,100,489	16,549,452	15,174,247	17,900,110	16,869,748	18,621,530	4.0%
Operating Expenses	3,795,427	3,861,885	4,155,933	16,819,500	15,808,213	15,979,370	-5.0%
Capital Outlay	752,728	375,728	217,052	91,130	46,000	56,400	-38.1%
Total	20,648,643	20,787,066	19,547,232	34,810,740	32,723,961	34,657,300	-0.4%

NOTE: BTS Department appears to show an increase in Operating Expenses in FY20 and FY21 when compared to the FY17-FY19 timeframe. This is because operating expenditures for FY17 through FY19 now appear in OTI Department budget history. There has been no net increase in Operating Expenses for the combined total of BTS and OTI Department budgets as a result of that reorganization.

## BTS Department Expense Budget Summary Excluding Reserves

### Enterprise IT Services

	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Budget	FY20 Estimate	FY21 Request	FY20B v FY21B Incr / (Decr)
Personal Services	15,394,884	15,388,622	14,254,251	16,969,270	15,912,665	17,635,250	3.9%
Operating Expenses	3,790,811	3,699,346	4,081,766	16,729,530	15,609,050	15,938,390	-4.7%
Capital Outlay	752,728	318,091	217,052	91,130	46,000	56,400	-38.1%
Total	19,938,422	19,406,059	18,553,069	33,789,930	31,567,715	33,630,040	-0.5%

### Custom IT Services

	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Budget	FY20 Estimate	FY21 Request	FY20B v FY21B Incr / (Decr)
Personal Services	705,605	1,160,830	919,996	930,840	957,083	986,280	6.0%
Operating Expenses	4,616	162,540	74,167	89,970	199,163	40,980	-54.5%
Capital Outlay	0	57,637	0	0	0	0	0.0%
Total	710,221	1,381,007	994,163	1,020,810	1,156,246	1,027,260	0.6%

### BTS CIP

	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Budget	FY20 Estimate	FY21 Request	FY20B v FY21B Incr / (Decr)
Operating Expenses	196,705	797,627	682,175	0	282,326	1,520,700	0.0%
Capital Outlay	1,736,772	1,386,269	2,917,246	3,375,940	1,463,241	2,942,270	-12.8%
Total	1,933,477	2,183,896	3,599,421	3,375,940	1,745,568	4,462,970	32.2%

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- Expenses
  - Personal Services reflects an increase of 4.0% (\$721.4K) primarily due to implementation of the exempt phase of the Evergreen study (142 of 145 FTE are exempt).
  - Operating Expenses reflect a decrease of 4.0% (-\$680.6K).
    - Oracle license and maintenance services reduced \$528K due to negotiated reduction in unused software.
    - Tyler Technologies professional services reduced \$267.1K based on CJS User Policy Board Initiatives. A partial list of initiatives planned for FY21 includes the following and is funded using appropriation from prior years.
      - Appeals – Confidential Record Build (\$62.5K)
      - Collections Project (\$60.0K)
      - Implement Time Entry Shortcuts and Calculations (\$58.1K)
      - Add Event Date as Parameter in List Manager (\$55.8K)
    - Oblique aerial imaging reduced \$200K due to cyclical nature of work (every other year).
    - Adobe Acrobat cloud subscription increased \$180K due to adoption of management subscription approach where BTS will be purchasing all licenses countywide to ensure the latest version of the software is used, thereby enhancing security.
    - \$179.1K increase due to anticipated new/upgraded phone systems (Cisco/ATOS).
    - Security Assessment professional services reduced \$165K due to cyclical nature of work (every other year).
    - \$136.8K increase to add Microsoft Advanced Threat Protection to the annual Microsoft Enterprise agreement (MS Office 365 and Enterprise Cloud Suite).
  - Capital Outlay (non-CIP) reflects a decrease of 38.1% (-\$34.7K) primarily due to the cyclical nature of computer replacements.
- COVID-19 Impacts
  - All anticipated COVID-19 impacts to expenses for FY20 Estimate or FY21 Request are accommodated within existing budget requests. FY20 COVID-19 impacts include such items as 1,500 additional VPN licenses and 1,700 remote phone licenses.

## Staffing Summary:

	FY17	FY18	FY19	FY20	FY21
<b>Total FTE</b>	162	165	146	146	145

- Effective FY19, 19 FTE were transferred to OTI.
- One FTE (Application Analyst, supporting Utilities' Department data needs) was transferred to Utilities, effective FY21.

# Business Technology Services Department

## **CIP:**

BTS CIP is a multi-year plan designed to properly size and, at end-of-life (EOL), replace critical IT infrastructure essential to maintaining County operations and access to Government. BTS manages growth and EOL replacement of the following categories of IT infrastructure: Enterprise Network; Telephone; Server; and Storage & Backup. In 2015, BTS was approved \$2.1M on a recurring basis to mitigate significant variations in annual funding requests for EOL replacements and trended growth. Annual fiscal year BTS CIP budgets are based on three components for each CIP infrastructure category. Those components are EOL replacement, growth, and future year reserve. Total funding for BTS annual CIP is the sum of the recurring \$2.1M funding plus accumulated reserve and unspent funds from delayed spending within the current fiscal year.

The FY20 CIP includes scheduled Network, Server, and Storage equipment EOL replacement, as well as incremental anticipated growth.

The FY21 CIP includes a major revision/transition of the County's phone system, as well as scheduled EOL Network, Server, and Storage equipment.

- Enterprise CIP decreased 50.8% (-\$435.4K)
- Network Enterprise CIP increased 7.2% (\$65.9K)
- Server Enterprise CIP decreased 14.5% (-\$121.1K)
- Storage Enterprise CIP increased 142.5% (\$456K)
- Telephone Enterprise CIP increased 252% (\$1.12M)

See attached for FY19-25 CIP by category.