

IT Collaboration in Palm Beach County

Presentation to PBC League of Cities

by: Information Systems Services



July 27, 2016





Benefits of Shared Services

1. Faster adoption of advanced technology
2. Improved services to constituents
3. More efficient work force
4. Reduced costs
5. Intergovernmental cooperation



Collaboration Partners

- **Palm Beach County Government**
- **Other Governments** (local/state/federal)
- **Educational Institutions**
- **Health Care Organizations**
- **Non-Profit Organizations**

Above organizations are defined as “Community Anchor Institutions” in guidelines for federal grant applications.



IT Collaboration in Palm Beach County

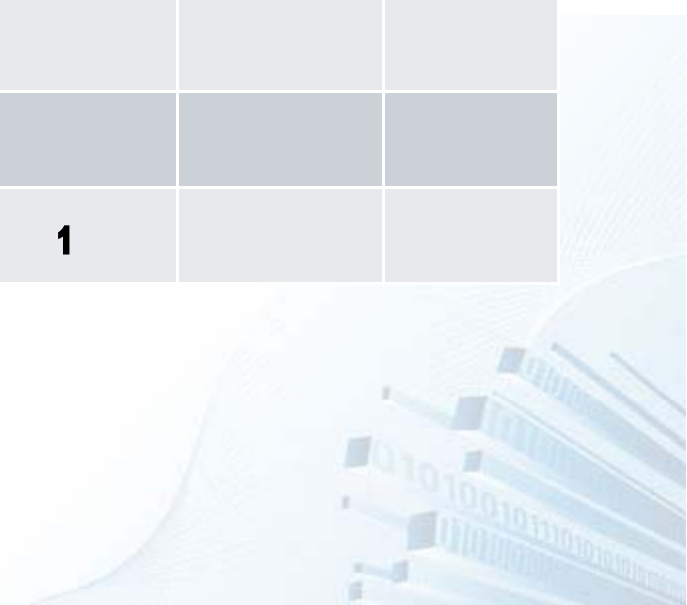
Service Type	No. of Agreements
• Internet Service (<i>via Florida LambdaRail</i>)	36
• Network Transport	5
• Application Hosting	4
• Colocation/Disaster Recovery	2
• Voice Services	1
• Document Scanning	1
• GIS Hosting	<u>1</u>
Total Number of Agreements	<u>50</u>



IT Collaboration in Palm Beach County

	Service Type						
	Internet	Network Services	App Hosting	Colocation/ DR	Voice Services	Doc Scanning	GIS Hosting
Government (PBC cities)	13	1		1		1	
Government (Other)	2		2				
Taxing Authority	1	1	1				1
Education	6	2					
Health Care	1	1					
Non-Profit	13		1	1	1		

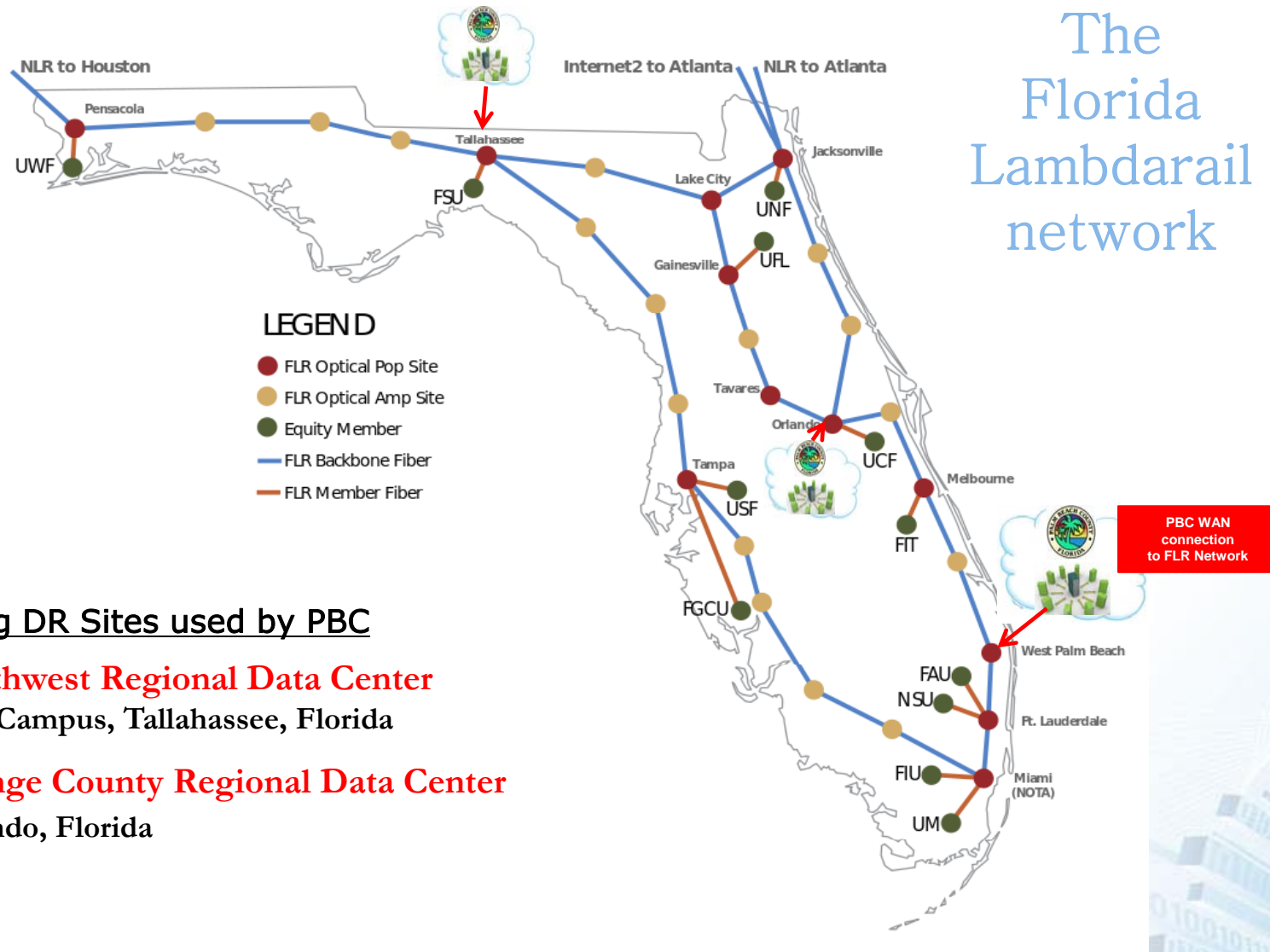
50
Separate
Service
Agreements





Access to DR Facilities via FLR

The Florida
Lambdarail
network



Existing DR Sites used by PBC

- **Northwest Regional Data Center**
FSU Campus, Tallahassee, Florida
- **Orange County Regional Data Center**
Orlando, Florida



New Collaboration Opportunities

Network Services

- City of Delray Beach
- City of West Palm Beach
- City of Lake Worth

Unified Communications (VoIP Telephones)

- Lake Park

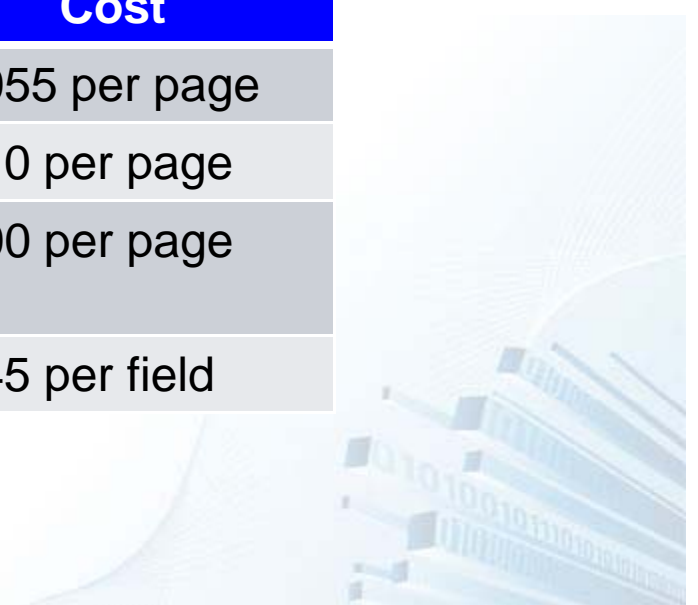




Document Scanning

- High Quality: standard 300dpi
- Small to Large Scale (up to 42" x 42")
- Monochrome / Grayscale / Color
- Multiple Output formats: pdf, jpg, tif
- Delivery options: CD/DVD, secure file transfer, hosting

Category	Cost
Black/White up to 11" X 17"	\$0.055 per page
Color up to 11"X 17"	\$0.10 per page
Planning Sized Documents 24" X 36" (up to 42" wide) B/W, Color, Grayscale	\$2.00 per page
Indexing (\leq 20 characters per field)	\$.045 per field

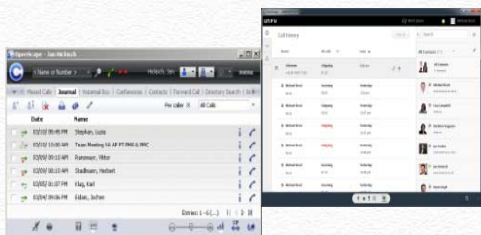




Constant Connection Unified Communications System

- ✓ Easy to use GUI and voice interface
- ✓ Rich, intuitive user experience
- ✓ Operates on multiple devices, on the PBC network or the Internet

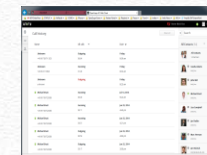
Desktop Client



Mobile Clients



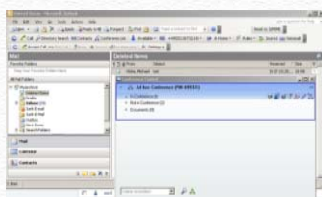
Web Client



Web Collaboration Client



Microsoft Outlook Plug-ins



VoIP Phone



Video Clients

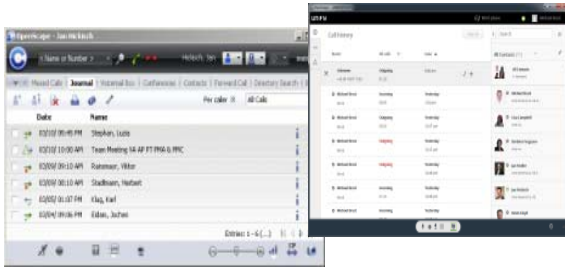




Constant Connection Unified Communications System (2017)

- ✓ Easy to use GUI and voice interface
- ✓ Rich, intuitive user experience
- ✓ Operates on multiple devices, on the PBC network or the Internet

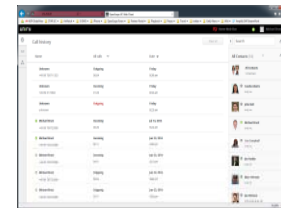
Desktop Client



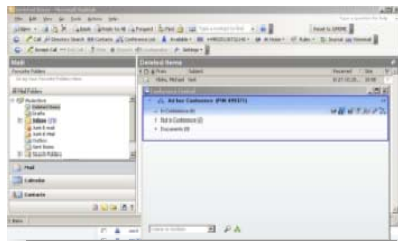
Mobile Clients



Web Client



Microsoft Outlook Plug-ins



VoIP Phone



Video Clients



Web Collaboration Client





Marketing PBC IT Services

PBCnet Services

Advanced broadband for local connectivity and internet service

Cost-Effective Network Services

PBCnet allows you to cost-effectively connect to multiple locations and the Internet via a network, County-owned and operated, fiber-optic and Wireless network.

ELIGIBLE ORGANIZATIONS: Government, Education, Nonprofits and Healthcare

INTERNET ACCESS: Palm Beach County has multiple partners and providers, including the Florida Landfall, that enable cost-effective solutions.

DISASTER RECOVERY: There are multiple options for disaster recovery, and PBCnet can provide both the necessary transport as well as DR services.

Since 20 years ago Palm Beach County began leading through cable in partnership with the extensive construction program across the County. Now extending over that 400 miles, we provide fiber-optic and Wireless services, along with leased connections from major telecommunications providers, connect more than 400 county facilities.

In 2005, responding to requests from municipalities and other organizations, Palm Beach County began providing direct fiber-optic broadband connections as a service to eligible organizations.

Continuing to PBCnet allows directly and indirectly. We have multiple fiber routes with diverse entrance that supply connectivity to facilities. Our primary entrance is supplied via a direct fiber connection to Florida Landfall (FL) in which we have multiple 100-mile paths to Miami and Orlando, and we are entering a third optical path to Tampa.

Partnership Opportunities

PBC Connect

Unified Communications - Multiple communication tools in a single, unified system

Cost-Effective VoIP Telephony Services

PBC Connect allows you to cost-effectively connect to the County-owned and operated communications core for advanced telephony services.

ELIGIBLE ORGANIZATIONS: Government, Education, Nonprofits and Healthcare

INTERNET ACCESS: Palm Beach County has multiple partners and providers, including the Florida Landfall, that enable cost-effective solutions.

DISASTER RECOVERY: There are multiple options for disaster recovery, and PBCnet can provide both the necessary transport as well as DR services.

EXPECTING AVAILABILITY TO CUSTOMERS IN OCTOBER 2010

Partnership Opportunities

Application Services

Benefits of Application Hosting

ELIGIBLE ORGANIZATIONS: Government and Nonprofits

SERVICE TYPE: There are a number of options for Application hosting.

INTERNET ACCESS: Palm Beach County has multiple partners and providers, including the Florida Landfall, that enable cost-effective solutions.

- No large upfront capital costs
- System is fully tested and in production at Palm Beach County
- System upgrade included in the additional cost
- No additional hardware required
- Cost savings fully realized
- Help desk support 24/7

Partnership Opportunities

Disaster Recovery Services

Cost-Effective Disaster Recovery Offerings

PBCnet

ELIGIBLE ORGANIZATIONS: Government, Education, Nonprofits and Healthcare

SERVICE TYPE: There are a number of options for disaster recovery.

INTERNET ACCESS: Palm Beach County has multiple partners and providers, including the Florida Landfall, that enable cost-effective solutions.

Palm Beach County can provide an array of Disaster Recovery services based on an organization's needs. The offerings range from simple data transport to the National Regional Data Center via the Palm Beach County Fiber-optic and Wireless network, and the Florida Landfall, LLC remote connectivity in a fully contained disaster recovery environment.

Having support 24/7 is a requisite for any critical information being PBCnet has a dedicated team team of professionals who monitor the network and provide responsive, first-response customer service.

Partnership Opportunities

GIS Hosting Services

Geographic Information System Technology

Countywide GIS Forum

- Board of County Commissioners
- Countywide Office
- Countywide
- Countywide Training Division
- State & Federal Government
- Educational & Nonprofit Organizations
- Private Industry/Professional and Office

ELIGIBLE ORGANIZATIONS: Government, Education and Nonprofits

SERVICE TYPE: There are a number of options for GIS hosting.

INTERNET ACCESS: Palm Beach County has multiple partners and providers, including the Florida Landfall, that enable cost-effective solutions.

Partnership Opportunities

For Brochures and Rate Sheets, Visit:
www.pbcgov.org/iss/partnering/

Data Services

Document Management

Print, Scan, Store, and Manage Documents

ELIGIBLE ORGANIZATIONS: Government, Education, Nonprofits and Healthcare

SERVICE TYPE: There are a number of flexible options for our data services.

INTERNET ACCESS: Palm Beach County has multiple partners and providers, including the Florida Landfall, that enable cost-effective solutions.

Partnership Opportunities



GIS Demo – Surtax Infrastructure Projects

Kelly Ratchinsky

Countywide GIS Program

- **Surtax Infrastructure Projects**





GIS Expo

PBC Convention Center, September 28-29, 2016



The 2016 South Florida GIS Expo Committee
cordially invites you to attend our

Executive Session

GIS - TODAY'S CRITICAL TOOL FOR DECISION MAKERS

Includes Keynote Speaker: Clarence Anthony
Executive Director of the National League of Cities

The issues you deal with today call for innovation and new
tools to support more resilient communities. Join other
South Florida local government officials to learn how
GIS can provide sustainable, technology-driven solutions.

September 29, 2016
10:30 AM to 11:45 AM

Palm Beach County Convention Center
650 Okeechobee Boulevard
West Palm Beach, Florida 33401

Please RSVP by September 6 to chairs@sfgisexpo.com
or call (561) 355-9967 to reserve your seat

