



How Pinellas County Digitizes Government Services for Its Citizens



- + **Industry:** Government
- + **Central office:** Florida, USA
- + **Budget:** US \$2,253 bn

Results

- + Consistent view of the IT landscape instead of disconnected data silos
- + Uncovered obsolete technologies, partly 20 years old
- + Identified 60% end-of-life technologies in BTS portfolio
- + A clear technology roadmap results in a modernized infrastructure and improved ROI of IT expenditures
- + A structured way to vet technology requests

THE CHALLENGE

Pinellas County, Florida, in the USA is the 6th most populous county in its state. The Business Technology Services (BTS) group provides Enterprise and Custom Technology solutions to the county. They maintain the infrastructure comprised of the data centers, which house all computing systems, and support the interconnecting countywide network running the county's extensive application portfolio. BTS supports the county's citizens' technology access to government services and over 3,500 internal users. The group functions as the center of technology leadership and governance, providing cost-effective and innovative technology solutions that ensures success for their partners.

In 2015 BTS decided to implement application portfolio management (APM) within the Enterprise Architecture (EA) group. Previously, their technology roadmap was an isolated spreadsheet of current/future state infrastructure technology components maintained by EA, and the configuration management database (CMDB) containing configuration items (CIs) used by Service Management, Change Management and Help Desk groups. The technology roadmap worksheet was updated annually and no direct relation to the applications running or the CIs inventoried was visible. No one knew how many applications BTS supported, how their system requirements were related, what the application and IT component lifecycles were, and what lifecycle related security risks BTS might be facing. In short, the IT landscape was invisible as an ecosystem as well as significantly outdated.

THE SOLUTION

BTS implemented LeanIX SaaS and embarked on a journey to a lean technology inventory. By utilizing the CMDB and other tools (i.e., System Center Configuration Manager), various stakeholder interviews, and combing them with numerous spreadsheets of support groups, views of the IT landscape began to emerge in LeanIX. Finally, related processes, data objects, and business capabilities became visible. BTS discovered that approximately 60% of the portfolio consisted of archaic technology infrastructure supporting obsolete applications running outdated database versions. Not only did this represent a financial drain but also significant redundancies within business capabilities. It explained the difficulty of keeping systems patched, the security issues due to the presence of outdated Java

and other legacy technologies, and why IT resources were consumed by increasingly manual efforts to keep virtualized and legacy applications running. Since 1998 BTS accumulated over 500 obsolete applications and 182 redundant IT components in its IT portfolio landscape.

When implementing APM with LeanIX, access to the LeanIX software was granted to BTS stakeholders and users. For the first time, they enjoyed a clear overview of their IT landscape instead of encountering disconnected data silos. By leveraging LeanIX to improve partner collaboration, groups within BTS were able to move forward with their strategic plan, of which included modernizing outdated infrastructure, improving ROI of IT technology expenditures and proving value of invested resources.

“LeanIX provides an accessible, clear, collaborative vision supporting the IT and Business relationships for Pinellas County.”

Nancy Halvorsen, Application Portfolio Management Analyst

THE SUCCESS

BTS has found a single source of truth in LeanIX for its developers, Enterprise and Solution Architects, project managers, and infrastructure support for IT technology. Views within LeanIX of the IT landscape are used to create the application and technology roadmaps. These roadmaps give technology leaders reliable information to operationalize their strategic decisions. The partners and customers of BTS now enjoy a straightforward structure to vet technology requests and assist in determining priority and scope of projects. The LeanIX portfolio views are used by IT Finance and Contracts to track technology product renewals, the presence and validity of extended maintenance agreement investment, and to perform analyses where in the portfolio redundant software investment can be streamlined. With using LeanIX, Pinellas County estimates that it will be able to replace 45% of their end-of-life technology. With this initial success, the BTS team has deployed an additional LeanIX workspace concentrating on APM for a refined portfolio of custom and commercial-off-the-shelf applications supported by a boutique internal IT department assisting Pinellas County Board of County Commissioners departments. In the future, BTS is planning to roll out LeanIX further in the county via multiple workspaces.

ABOUT LEANIX

LeanIX offers an innovative Software-as-a-Service solution for Enterprise Architecture Management (EAM). The web-based platform has compelling advantages over traditional approaches, including an intuitive interface, flexible reporting and open APIs. This makes it possible to rapidly roll out LeanIX in an enterprise with minimal training required so as to start reaping added value within a short period of time.