



Agenda Item No.

2(B)2

May 18, 2010

MEMORANDUM

TO: Eugene Love
Agenda Coordinator
County Manager's Office

DATE: May 14, 2010

FROM: Diane Collins, Acting Division Chief
Clerk of the Board Division

SUBJECT: Mayoral Appointment of Director
Enterprise Technology Services
Department

Diane Collins

The attached Mayoral appointment memorandum was received by the Clerk of the Board Division on May 14, 2010, at 11:06 AM.

Pursuant to Section 2-1 of the Code, please place this item on the next regularly scheduled Board of County Commissioners' agenda of Tuesday, May 18, 2010, under the Mayoral reports section, for the Commission's consideration.

DC/fcd
Attachments

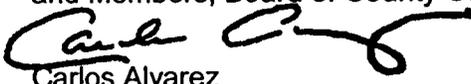
cc: Honorable Carlos Alvarez, Mayor
Honorable Dennis C. Moss, Chairman, Board of County Commissioners
Robert A. Cuevas, County Attorney
George Burgess, County Manager

Memorandum



Date: May 13, 2010

To: Honorable Dennis C. Moss, Chairman
and Members, Board of County Commissioners

From: 
Carlos Alvarez
Mayor

Subject: Mayoral Appointment- Director, Enterprise Technology Services Department

CLERK OF THE BOARD
2010 MAY 14 AM 11:06
CLERK, CIRCUIT & COUNTY COURTS
DADE COUNTY, FL 33102
#1

Pursuant to the authority vested in me under the provisions of Section 2.02D of the Miami-Dade County Home Rule Charter, I am appointing Mr. Angel Petisco to the position of Director of the Enterprise Technology Services Department (ETSD). In this capacity Angel will also perform the duties the Chief Information Officer position has performed in the past.

On June 21, 2008, I appointed Mr. Petisco to serve as the Interim Director to lead the County's technology efforts. As a veteran county employee with more than 30 years of service, I felt that he possessed the knowledge and skills necessary to manage the department. Angel has more than proven me to be correct. In less than two years since accepting the assignment, he has made major improvements in ETSD. Staff morale has improved, the department's finances and budgets are now well managed, fiscal controls have improved, cross departmental relationships are at the highest they have been in several years, and the County is managing its technology contracts more effectively.

Mr. Petisco has proven expertise in the information technology field, strong leadership abilities, is an effective communicator and has demonstrated the fiscal prudence needed to manage the County's enterprise technology function.

Please join me in congratulating Angel and wishing him continued success as he continues to build the County's technology systems.

- c: Honorable Harvey Ruvlin, Clerk, Circuit and County Courts
- Honorable Carlos J. Martinez, Public Defender
- Honorable Joel Brown, Chief Judge, Eleventh Judicial Circuit
- Honorable Kathy Fernandez-Rundle, State Attorney
- Honorable Pedro Garcia, Property Appraiser
- George M. Burgess, County Manager
- Robert A Cuevas, Jr. County Attorney
- County Executive Office Staff
- Department Directors
- Dr. Eneida O. Roldan, President and Chief Executive Officer, Public Health Trust
- Robert Meyers, Executive Director, Commission on Ethics and Public Trust
- Christopher Mazzella, Inspector General
- Howard Piper, Special Assistant to the County Manager
- Charles Anderson, Commission Auditor

Memorandum



Date: May 13, 2010
To: Angel Petisco
Director, Enterprise Technology Services Department
From: George M. Burges
County Manager
Subject: Appointment and Change Memorandum

CLERK OF THE BOARD
2010 MAY 14 AM 11:06
CLERK, CIRCUIT & COUNTY COURT
MIAMI-DADE COUNTY, FLA.
#1

Congratulations on your appointment as Director of the County's Enterprise Technology Services Department (ETSD). I am very pleased with the operational and fiscal changes that you have implemented since being appointed interim Director in June 2008. You continue to demonstrate strong leadership that has brought stability to the department, improved staff morale and significantly improved ETSD service levels. Under your leadership, the department's financial management has dramatically improved as has cross departmental co-operation, and steps are being taken to strategically enhance the County's technology and security systems.

I encourage you to continue improving customer service levels, managing our external contracting relationships, and strategically building the County's enterprise technology infrastructure while continuing to be fiscally prudent. Specifically, over the next six to 18 months you should also continue to focus on the following key objectives:

Fiscal Management: Effectively manage the department's fiscal position (revenues, expenditure projections, invoicing and collections) in light of the current fiscal environment and the expected fluctuations in service demands. To the extent possible, continue to renegotiate vendor contracts to realize savings and to strategically position the County to take advantage of new technologies and business processes. The changes you implement must also support the County's sustainability efforts. Planned changes in technology tools, communications and computer equipment, and field operations should also be planned such that reduced energy intensity, improved computing efficiency and reduced life cycle costs can be achieved.

Network Security: In your ongoing efforts to enhance network security, work with departments to ensure that the County's operations also meet both Payment Card Industry (PCI) compliance and the Federal Trade Commission's Red Flags rules. Added to these efforts, you are being charged with completing vulnerability remediation of all ETSD controlled websites, network and application security awareness training, and implementing exposure reduction methods.

800MHz Radio Re-banding and Reconfiguration - Radio System Modernization: Closely manage and monitor the Harris/Nextel contracts to re-band, retune and overhaul the County's 800 MHz radio system software and infrastructure. It is critical that this modernization program, which serves the County and the more than 30,000 subscribers, be completed timely with minimal disruption to critical operations.

Cross Agency Collaboration: Continue to enhance cross departmental collaboration to implement new technology tools to enhance departmental operations. As demonstrated

with the rollout of electronic Personnel Attendance Record system, paperless pay stubs and the planned electronic document management systems, County operations are significantly enhanced by leveraging existing business tools and working cooperatively to minimize costs, avoid duplication and provide synergy. This is a priority as the County investigates new and improved applications such as enterprise resources planning, asset and document management systems, enhanced communications methods, and new ways of storing and managing information and data.

Employee Resources and Succession Planning: Assessment of ETSD staff over the past year suggests the need for urgent succession planning. Continue to expeditiously implement a succession and staff planning program that focuses on developing skilled staff to implement, maintain and support current and future technologies as the County phases out older applications and equipment and consolidate operations.

I commend you for your excellent service to the County over the last 30 years. You have demonstrated the knowledge and willingness to excel and I look forward to continuing to work with you.

c: Honorable Carlos Alvarez, Mayor
Howard Piper, Special Assistant to the County Manager

Angel Petisco

13996 S.W 18th Terrace
Miami Florida 33175

Email: APA@miamidade.gov
Home: (305) 220-6677
Office: (305) 596-8700

CAREER SUMMARY:

Over thirty-three years of experience in management and direction of large scale, Data Processing communications networks and host based system operation, maintenance and support environments. Experience includes the engineering, design, implementation, operation and management of an enterprise IT operation providing data, voice, video and radio services and the research and incorporation of leading-edge, business enabling technologies.

EXPERIENCE:

Enterprise Technology Services Department, Miami-Dade County

June 2008-Present: Interim Department Director. Overall management and direction for the daily operations of the Enterprise Technology Services Department, consisting of six hundred employees and operating budget of one hundred and forty-eight million dollars.

2001-June 2008: Assistant Department Director. Directed a staff of three hundred and forty-two professionals, with an annual operational budget of sixty-seven million dollars, and capital projects in excess of twelve million dollars. During this time period progressively re-engineered the department, aligning common services, establishing delivery metric and goals, leveraging technical and administrative talent to simplify the operation while increasing service delivery and customer service focus. This process continues to be an essential ingredient in establishing the necessary foundation for the consolidation of countywide infrastructure services to enable reliable, resilient and effective readiness for the future electronic government initiatives established by senior county leadership.

2000-2001: County Network Manager/Architect. In addition to discharging the duties of as the Director of Network Services, was selected as the County's first Network Manager/Architect. In this role, developed a Countywide "blueprint" for the redesign of the County's private and public network and associated infrastructure. Designs include the adoption of leading-edge technologies and best practices in the voice, data and video services while introducing cost reduction possibilities in excess of twenty-five million dollars over the next five-year period.

1994-2000: Director, Network Services. Directed a staff of over seventy professionals, with an annual budget of eleven million dollars. Provided County-wide network services and design of mainframe based network architecture, system control software, cross-system/platform online interfaces to over two hundred locations and County agencies as well as State and Federal access systems. Provided leadership for the design and implementation of the County's private fiber optic network, spanning over ninety miles throughout the Miami-Dade County geography. Lead the research, engineering and implementation of the County's current Metropolitan Area Network (MetroNet) as well as the County's first Internet gateway presence on the World Wide Web.

1988-1994: Director, Data Center Operations. Directed a staff of over seventy-five professionals, with an annual budget of ten million dollars. Provided direction, planning, maintenance and operation of the County's central mainframe computer complex supporting a 24/7 environment. Led the re-engineering and complete make-over of the data center introducing new plant and equipment, automation, enhanced system/business processes and procedures allowing for the increase in operational productivity while achieving a reduction in operational expenses of over eight million dollars year a five year period.

1982-1988: Manager, Quality Assurance/Project Control. Directed a staff of twenty professionals, with an annual budget of two million dollars. Led the development of departmental standards and procedures governing both technical and business methods utilizing structured life cycle methodologies. Expanded the departmental training program, and supervised the storage management (DASD) function within the department.

Angel Petisco (cont'd)

13996 S.W 18th Terrace
Miami Florida 33175

1979-1982: Manager, Computer Operations. Directed a staff of thirty professionals, with an annual budget of five million dollars. Responsible for a multi-shift complex mainframe operation supporting all County agencies as well as State and Federal on-line system interfaces.

Southeast Banking

1977-1979: Supervisor, Computer Operations. Directed a staff of fifteen professionals, with an annual budget of one and a half million dollars. Directed a prime-time data center operation that included interfaces to all banking branches, point-of-sale systems and a remote data center backup facility.

REFERENCES:

Education: Thomas Edison State College, BSBA.