Overview of Palm Beach County’s Programs for Shared IT Services

Information Systems Services Department
Palm Beach County, Florida

May 30, 2019
The Palm Beach County Network

• **>650 miles** of fiber-optic cable
• **>5,000** AT&T Leased Circuits (and shrinking)
• **470** connected facilities
• **16,000** connected devices
• **10,000** VoIP phones, 2,000 cellular devices
• **Enterprise Class** Unified Communications System
• **5,000,000+** public WiFi sessions per month
• **Broad customer base** – entire County government and 46 external agency agreements
Florida LambdaRail Network

- Education
- Research
- Economic Development

PBC WAN connection to FLR Network
Shared Services Offered by ISS

• **Internet Service Provider** – from FLR via PBC WAN

• **Network Services** – network transport between facilities; turnkey support, including fiber optic cable, data closets, data jacks

• **Disaster Recovery** – new regional data center; co-location; connectivity to remote backup sites

• **Business Applications** – Human Resources; Planning, Zoning & Building; Lobbyist Registration; Fixed Assets, IG/Audit Case Management

• **GIS Hosting and Support** – GIS Service Bureau, *myGeoNav*

• **Document Scanning** – pickup, scanning and destruction

• **Unified Communications Platform** – VoIP phones, video conferencing, messaging, mobility features, contact center
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
- Video Clients
- Microsoft Outlook Plug-ins
- Web Client
- Web Collaboration Client
Drivers for Shared Services

1. Florida LambdaRail – commodity ISP
2. Leveraging common assets to reduce cost
3. Proximity to regional network asset
4. Proximity to other government facilities
Benefits of Shared Services

1. Faster adoption of newer technologies
2. Greater network bandwidth and interconnection to Florida LambdaRail
3. Improved services to constituents
4. More efficient work force
5. Reduced costs
6. Intergovernmental cooperation
Customer Base for Shared IT Services

- **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.
Public Sector Partners

Municipalities (18)
- Atlantis
- Boynton Beach
- Delray Beach
- Greenacres
- Juno Beach
- Jupiter
- Lake Clark Shores
- Lake Park
- Lake Worth
- Lantana
- Palm Beach
- Palm Beach Gardens
- Palm Springs
- Riviera Beach
- Royal Palm Beach
- Wellington
- West Palm Beach
- City of Jacksonville

Educational Institutions (7)
- Early Learning Coalition
- Florida Atlantic University
- Lake Worth Christian School
- Learning Excellence School
- Oxbridge Academy
- Palm Beach State College
- School Board of Palm Beach County

Non-Profit Organizations (14)
- ARC of Palm Beach County
- Boca Raton Regional Hospital
- Career Source (Workforce Alliance)
- Center for Family Services
- Community of Hope
- Families First of PBC
- Jewish Federation of PBC
- Kravis Center
- Lupus Foundation of America
- Lutheran Services Florida
- Max Plank Institute
- Nonprofits First
- Prime Time
- South Florida Fair

Other Taxing Authorities (9)
- Children’s Services Council
- East Coast Regional Water Treatment Plant
- Health Care District
- Lake Worth Drainage District
- Loxahatchee River Environmental Control District
- Orange County, Florida
- Seacoast Utility Authority
- South Florida Water Management District
- U.S. Virgin Islands

Palm Beach County Departments and Agencies
- Board Departments (37)
- Constitutional Officers (7)
New Collaboration Opportunities

**Potential Agreements**

- City of Belle Glade
- Transportation Planning Agency
- Palm Springs

**Expansion of Existing Agreements**

- Health Care District
- Children Services Council
- Palm Beach County School Board
- Kravis Center
Collaborative Digital Divide Projects
Pleasant City Digital Divide Project

West Palm Beach Quantum Implementation Plan

Legend
- Phase I Students (120)
- Phase II Students (406)
- Phase III Students (179)
- Wireless Access Points
- Public Schools

Phased Implementation Boundaries

1. North, 25th Street, South, 18th Street, East, Dixie Hwy, West, Railroad Tracks
2. North, 25th Street, South, 18th Street, East, Railroad Tracks, West, Australian Avenue
3. North, 15th & 16th Streets, South, Palm Beach Lakes Blvd., East, Dixie Hwy, West, Australian Avenue

Palm Beach Broadband
Collaboration Success Story: PBC; FAU and SFWMD

Everglades Youth Camp

Florida Fish & Game

SFWMD Tower C18
Marketing PBC IT Services

PBCnet Services

Cost-Effective Network Services
- Cost-effective broadband Internet access, voice, data, and video services for all enterprises, including residence, businesses, and educational institutions.
- Speeds start at the same speed as your internet service provider (ISP) in Palm Beach County.
- Monthly bills are the same amount as your internet service provider (ISP) in Palm Beach County.
- Easy access to your own computer network and internet services.

PBC Connect

Cost-Effective VoIP Telephony Services
- PBC Connect allows you to use your own personal computer network and internet services for your VoIP telephony services.
- Each month you will receive a summary of your usage of your VoIP telephony services.
- You can also access your own computer network and internet services for your VoIP telephony services.

Application Services

Benefits of Application Hosting
- Free admin support
- 24/7 service
- 1GB of storage space
- 25GB of traffic per month
- 500MB of bandwidth per month
- 5GB of storage space
- 500GB of traffic per month
- 10GB of bandwidth per month

GIS Hosting Services

Geographic Information System Technology
- GIS is a powerful tool for managing and analyzing geographical data.
- GIS can be used to analyze and visualize spatial data.
- GIS can be used to model and simulate different scenarios.

Disaster Recovery Services

Cost Effective Disaster Recovery Offerings PitCher
- PBCnet provides disaster recovery services for your business.
- PBCnet offers a comprehensive suite of disaster recovery services, including data backup, data recovery, and business continuity planning.
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Data Services

Document Management
- PBCnet provides document management services.
- PBCnet offers a comprehensive suite of document management services, including document storage, document retrieval, and document access.
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Visit: www.pbcgov.org/iss/partnering/
Thank You!

Questions or Comments?