

**SEE ATTACHED AGENDA UPDATE MEMORANDUM 2 DATED 12/13/21**



**Board of County Commissioners  
December 14, 2021 - Regular Meeting**

**SUBJECT**

1:00 P.M. TIME CERTAIN - CONFIRMATION OF APPOINTMENT OF THE DIRECTOR OF THE INFORMATION TECHNOLOGY SERVICES DEPARTMENT

**Category**

REGULAR

**Briefings**

Briefing Provided Upon Request

**Contact and/or Presenter Information**

Dr. Scott Hopes, County Administrator, ext. 3737

**Action Requested**

Confirm appointment of Andrew "Drew" T. Richardson as the Director of the Information Technology Services Department, effective January 3, 2022.

**Enabling/Regulating Authority**

Florida Statutes, Chapter 125.74(k)  
Manatee County Code, Sections 2-2-23(a)(12)

**Background Discussion**

After advertising for applications for the Information Technology Services Director/Chief Information Officer, we have chosen Andrew "Drew" Richardson for the position. Working in Information Technology since 2000, Drew has held positions within the State of Florida Department of Health and Department of Management Services. Within the Florida Department of Management services, he has held the titles of Deputy Chief information Officer as well as Chief Operating Officer. Drew began working with Sylint Group, LLC which focuses on cybersecurity in August of 2021 and started working through this company as the acting Chief Information Officer for Manatee County. Drew earned his undergraduate degree in Information Services from Florida State University and is in the process of completing his Masters in Information Technology Management at Florida State University as well.

**Attorney Review**

Not Reviewed (No apparent legal issues)

**Instructions to Board Records**

None

**Cost and Funds Source Account Number and Name**

Budgeted position within allocated positions

**Amount and Frequency of Recurring Costs**

N/A

## Andrew T. Richardson

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### Employment

#### Virtual Chief Information Officer

August 2021 – Present  
Sylint Group, LLC  
Sarasota, FL

Served as a virtual Chief Information Officer (CIO) for Manatee County. Developed strategic plans for Information Technology Services (ITS). Implemented cyber security enhancements resulting in an improved cyber security posture. Executed business continuity and disaster recovery exercises to ensure readiness for a continuity event. Developed staff training plans. Provided vision and direction for the future of ITS.

Operational duties included providing soup to nuts IT services to Manatee County, IT support to constitutional Manatee County entities, managing an IT team of 75 staff, Manatee County's data center, and annual budget of \$18 million.

#### Chief Operating Officer

July 2020 – August 2021  
Department of Management Services – Florida Digital Service  
Tallahassee, FL

Served as a portfolio manager managing state data center operations and cloud transition projects.

Operational duties included managing the state data center IT infrastructure, \$60 million dollar budget, supporting the cyber security team with vulnerability management, coordination with state agencies for application stabilization efforts, remediating findings from technology audits conducted by the Auditor General, and developing technology policy.

Successful projects include outsourcing mainframe services to a private cloud, migrating the state data center's backup solution to the cloud, sunsetting SolarWinds for Nagios after the SolarWinds compromise, stabilizing the Online Voter Registration System (OVR), upgrading the state's vaccine registry system "FLSHOTS" related to COVID, and migrating the state data center's Citrix solution to the cloud. The projects culminated in saving the State of Florida millions of recurring dollars, instilling constituent confidence, and strengthening the cyber security posture of the state data center.

#### Interim State Deputy Chief Information Officer\Chief Operating Officer

November 2019 – July 2020  
Department of Management Services – Division of State Technology  
Tallahassee, FL

The Division of State Technology comprises approximately 275 employees, operates the State of Florida data center and its over 5000 server instances, and facilitates the state's voice, data, and wide area network services.

Served the State of Florida by leading the Division of State Technology through digital transformation projects and initiatives. Executed the State's cloud first strategy, interoperability enhancements, technology policy, and cyber security projects. Enhanced perception of state data center operations by delivering white-glove customer service to state agency data center customers.

**Deputy Chief Information Officer**

September 2018 – November 2019

Department of Management Services – Office of Information Technology  
Tallahassee, FL

Served as a portfolio manager managing information technology teams that supported all facets of IT needs within the organization. The team's responsibilities included desktop support, local and wide area networks, application development, system migrations to cloud infrastructure, procurements, business analysis services, and website and web portal management. Served as a champion for IT projects and initiatives. Acted as the agency's interface liaison for the Florida PALM project. Analyzed bills, statutes, rules, and regulations governing IT and organizational business processes. Authored legislative budget request (LBR), request for quotes (RFQ), Invitation to Negotiate (ITN), and business case language and artifacts related to IT procurements. Served as a member of the cyber security incident response team (CSIRT). Authored information security and IT policy and procedure documentation to shape best practices. Collaborated with program offices to ensure IT initiatives delivered maximum success criteria and minimal impacts to program operations.

**Director, Systems Information Management Unit**

February 2016 – September 2018

Department of Health – Children's Medical Services Managed Care Plan  
Tallahassee, FL

Directed a statewide team of 32 healthcare information technology professionals. The team included 1 statewide system administrator lead, 4 regional systems administrator leads, 14 system administrators, 4 data processing analysts, 1 information security manager, 1 web technologies professional, 1 business analyst, and 6 application developers.

The team's responsibilities included data integration, EDI transactions and translations, desktop and server support, cloud infrastructure, telemedicine, video conferencing, network services, public-facing websites, development and management of a data warehouse, dashboards, business intelligence, and federal and state level reporting for 21 regional offices and central office.

Implemented and managed eligibility determination (ED), case management, electronic health record (EHR), and claims processing systems with a multitude of electronic data interchange (EDI) processes.

Served as a project manager and executed strategic plans for outsourcing Children's Medical Services business processes and technical infrastructure.

Authored position descriptions, procurement documentation, strategic plans, communications plans, conducted interviews, created employee development plans, coached, taught, and trained IT personnel, developed project plans, developed, maintained, and modified healthcare information management systems, and ensured statewide IT needs were met for the Children's Medical Services (CMS) Managed Care Specialty Title-19 and Title-21 Plans, nearly \$750,000,000 per year health insurance plans for children with special healthcare needs for the State of Florida.

**Senior Management Analyst – IT Project Manager**

May 2007 – February 2016

Department of Health – Bureau of Newborn Screening and Early Steps  
Tallahassee, FL

Served as project manager for the Florida Newborn Screening Program's four

information systems. Served as project manager and technical lead for the electronic laboratory ordering and electronic laboratory reporting (ELOVELR) data integration project with all 130 of Florida's birthing hospitals. Conducted end user testing, training, and documentation for data systems. Provided remote network connectivity strategies for third parties doing business with Newborn Screening. Lead CMS as the Continuity of Operations Planning (COOP) Coordinator to ensure information systems would be operational in a time of disaster. Analyzed business operating procedures and made changes to the MS-SQL-based data system to reflect business requirements. Updated the NBS website and utilized geo-spatial programs to produce data diagrams, graphs, and charts for Newborn Screening Advisory council meetings. Supervised personnel for IT projects. Executed changes to Active Directory accounts and settings. Utilized Group Policy Objects to automate software roll-outs. Served as liaison and contract manager between information system vendors and the Newborn Screening Program for contracts exceeding \$7,000,000 per year. Participated in legislative analysis of bills and statute changes that affected the Newborn Screening Program. Served as co-chair for the Association for Public Health Laboratories (APHL) Health Information Technology (HIT) National Workgroup. Migrated the Early Steps information system from one vendor and platform to another.

### **Telehealth Network Consultant**

April 2006 – May 2007

Department of Health – Children's Medical Services Tallahassee, FL

Managed, upgraded, documented, and supported the State of Florida's Telehealth\Telemedicine network utilizing both H.320 and H.323 standards. Executed changes to firewalls to accommodate telehealth network traffic. Developed security protocols, training, and educational resources for telemedicine operations. Served as liaison between the Children's Medical Services Special Technologies Unit and the Division of Information Technology to ensure operating procedures met HIPAA regulations. Performed lighting, digital still, and digital video calibrations on two-way interactive video equipment. Developed the State of Florida's PC-based, image capture store and forward solution for child abuse medical examinations.

### **Distributive Computer Systems Analyst – III**

June 2003 – April 2006

Department of Health - Children's Medical Services Tallahassee, FL

Managed, Upgraded, and supported a Windows 2000 – 2003 network environment with approximately 16,000 users and 20,000 nodes. Monitored and maintained data WAN connections for 22 field offices. Served as tier 2 support for 17 system administrators. Authored IT HIPAA security policies and business process and technical documentation for technology functions in Child Protection Team offices. Improved IT business processes to make staff more efficient. Conducted meetings, strategic planning, and training sessions for management and staff regarding IT business.

### **Senior Information Systems Technician**

April 2000 – April 2003

Katz, Kutter, Haigler, et al, P.A.

Tallahassee, FL

Managed\Upgraded LAN/WAN, Novell 4.11, 5.1, NT 4.0, and 2000 servers, Exchange 5.5 and 2000, Office 97 thru XP, Groupwise 5.5. Developed Firewall, NAT, subnetting, VPN, remote connectivity, and Virus solutions for corporate environment. Administered Netware NDS, NT, and Windows 2000 security. Provided all corporate IT solutions for approx 300 nodes in 4 locations. Implemented corporate email migration from Groupwise 5.5 to Exchange 5.5\Outlook 2000. Authored user instructions and memos to upper management. Supervised one employee.

**Skills**

Bridging the gap between programmatic and technical teams  
Cybersecurity infrastructure and policy  
Researching, testing, and implementing new IT solutions  
Documentation related to State of Florida project management rule 60gg-1  
Policy and system solutions related to State of Florida Information Security rule 60gg-2  
Leadership and management concepts  
Project management concepts and processes  
The user experience (UX) - usability and usefulness of information systems  
Technical writing – Functional and Technical System and End User Documentation  
Local Area Network (LAN)\Wide Area Network (WAN) infrastructure.  
Microsoft Office (including Office365) products: Access, Excel, Visio, Project, Word, PowerPoint, OneNote, and Teams

**Education**

**A.A. Computer Networking and Administration**

August 1995 – May 2000 Tallahassee Community College  
Degree received April 2000 (3.2 GPA)

**B.S. Information Systems**

August 2002 – December 2006 Florida State University  
Degree Received December 2006 (3.5 GPA)

**M.S. Information Technology Management**

August 2008 – current Florida State University

**Certifications**

**Project Management Professional (PMP) – ACTIVE**

**Professional Scrum Master (PSM) - ACTIVE**

**Certified Network Cabling Specialist (CNCS) - ACTIVE**

**Microsoft Certified Professional (MCP) - EXPIRED**

**Cisco Certified Network Associate (CCNA) – EXPIRED**

**Certified Novell Engineer 4.11 and 5.1 (CNE) - EXPIRED**



## MEMORANDUM

To: Dr. Scott Hopes, County Administrator

From: Diane Vollmer, Agenda Coordinator

Date: December 13, 2021

Subject: **Agenda Update for Meeting of December 14, 2021**

*This memo and the changes indicated below are reflected in the electronic agenda.*

### Public Comments

Written comments submitted through the online Public Comment form were added to:

- Item 29 - Authorization to Advertise a Notice of Public Hearing for Adoption of Ordinance 22-08 (formerly 21-45) relating to the Acquisition, Protection, and Management of Environmental Lands on January 11, 2022
- Item 61 - Resolution R-21-189 Redistricting the County into Commissioner Districts of Contiguous Territory as Nearly Equal in Population as Practicable

### Changes to Regular Agenda

#### ADMINISTRATOR

##### **Item 59 - Confirmation of Appointment of the Director of the Building and Development Services Department**

Courtney De Pol's resume was added to this item.

##### **Item 60 - Confirmation of Appointment of the Director of the Information Technology Services Department**

This item was updated to indicate the selection of Andrew "Drew" T. Richardson as the Director.

#### ADMINISTRATOR

##### **Item 61 - Resolution R-21-189 Redistricting the County into Commissioner Districts of Contiguous Territory as Nearly Equal in Population as Practicable**

An email from Carol Felts and Town Hall Comment Cards submitted by Commissioner Servia were added to this item.

#### PUBLIC SAFETY

##### **Item 64 - Bishop SPCA Asset Transfer and Easement Agreement**

The final drafts of the agreements were attached to this agenda item.

#### FINANCIAL MANAGEMENT

##### **Item 71 - Amendment No. 1 to Agreement No. 18-R068859AJ for Correctional Health Care Services**

The unsigned copy of the amendment was replaced with the copy signed by NaphCare.



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**Briefings**

Briefing Provided Upon Request

**Contact and/or Presenter Information**

Dr. Scott Hopes, County Administrator, ext. 3737

**Action Requested**

Confirm appointment of the Director of the Information Technology Services Department.

**Enabling/Regulating Authority**

Florida Statutes, Chapter 125.74(1)  
Manatee County Code, Sections 2-2-23(a)(12)

**Background Discussion**

The selection of the Director of the Information Technology Services Department is still to be determined. This agenda item will be updated prior to the December 14 meeting.

**Attorney Review**

Not Reviewed (No apparent legal issues)

**Instructions to Board Records**

None

**Cost and Funds Source Account Number and Name**

Budgeted position within allocated positions

**Amount and Frequency of Recurring Costs**

N/A