



Office of the Flagler County Sheriff

James L. Manfre
SHERIFF

Accountability • Integrity • Respect

November 16, 2015

Mr. Craig Coffey, County Administrator
Flagler County
1769 E. Moody Blvd. Building 2
Bunnell, FL 32110

Dear Administrator Coffey,

I have received your two-page letter dated Nov. 16, 2015. I also want to work toward solutions to the issues that have plagued our system since Oct. 29, 2015. I believe our actions have shown nothing less. The following are my responses to your letter:

1. Other than suffering the consequences of a server not being properly maintained by county IT staff, my team has nothing to do with the management, maintenance and servicing of any computer system. Since January 2014, our team has provided helpful guidance and direction to County IT staff when appropriate. According to section 2.3 (a) of the agreement signed Jan. 13, 2014, for IT services, it states "The County will provide the following IT maintenance, oversight, management, procurement, and replacement services for: computers, servers, phones and systems, copiers, cameras, cell phones, emergency CAD systems, mobile data and generally related IT issues." Other than you and your IT staff, where am I or any member of my team to blame for any of these issues?
2. Since the crash on Oct. 29, we have been at the mercy of County IT staff when it comes to the shutting down or failure of our systems. We fully understand that in order to get our system fully operational, there may be times when the system is taken down. We have contingency plans in place that have worked throughout the 19 days the system has not been fully functional. We will continue working with County IT staff on these issues.
3. As far as our systems are concerned, we would like a complete evaluation by an outside contractor. Too many preventable failures have occurred and we need to know what is operational, what is borderline and what is critical. Complicating matters even more is an email I have received today that was written to you by former FCSO IT Director Robert Urie where he stated the following: "I met Brian McCoppin at 2130 and it didn't take long to determine that the server had run out of hard drive space, the backups were not being done and someone had deleted a file from the server to free up space that I think was needed to bring the system back up."



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4. We do understand that we are responsible for the replacement of our system hardware per the agreement and this is why we depend on County IT for guidance on these matters. As far as I know, nothing other than the replacement of the NWS server and the disaster and recovery system has been postponed by the County, and not the FCSO. If there is something that needs replacement, it is your job to notify us in a timely manner so we can attempt to acquire the necessary funding.
5. Concerning our data that was not backed up since February 2014, we still do not have access to this information. Since we are on the 19th day of this failure, we have no definite direction from Jarrod Shupe, County IT director, on what they are going to do to determine the viability of the recovery. Would it not be in the best interest of all that this data be sent to a licensed and certified entity to determine if the data can be recovered (much like was done in January 2015 for the detective and CSI data that was not backed up by County IT staff)? Please understand that many of my investigations, both external and internal, as well as completion of the required Uniform Crime Report to the Florida Department of Law Enforcement, are being delayed every day that we do not have access to this information. I cannot stress to you the importance of finding out whether this information can be obtained and, if so, when.
6. Other than a phone call to my secretary and my cellular phone on Friday, Nov. 6, one in reference to our agency discussing this matter on WNZF, an action I authorized and directed, I have not heard from Jarrod Shupe or you on this matter. As a client of the county's services, why did I not hear from you when the server crashed? Why has it taken weeks to hear from you on this matter? I have checked my cellular phone and have not seen any call from your office or cellular number. Let the record reflect I have not received any emails from you about this failure or attempts to get the system restored and data recovered.

As a client of your services, I await your response to my questions posed in my Nov. 12 letter to you. I also wish to express my intent to discuss the potential transition of IT services from Flagler County at some point and time in the near future.

Sincerely,



JAMES L. MANFRE
Sheriff of Flagler County

JLM