



King County

# Strategic Advisory Council

March 11, 2022

~Meeting Minutes~

# Strategic Advisory Council

## Semi-Annual Meeting

### Sign-In Sheet

11 March 2022

10:00 A.M. to 12:00 P.M

Virtual: Zoom Meeting

[#KCSAC2022](#)

## KING COUNTY MEMBERS

Name	Title	Agency	Present
Dow Constantine	King County Executive	Executive's Office	
Dwight Dively	Director, Performance, Strategy and Budget	Executive's Office	X
Claudia Balducci	Council Member	King County Council	X
TBD	Council Member	King County Council	
Matthew York	Presiding Judge	District Court	X
Patrick Oishi	Presiding Judge	Superior Court	X
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	Nicole Franklin
Patti Cole-Tindall	Sheriff	King County Sheriff's Office	X
Julie Wise	Elections Director	Elections	Kendall LeVan Hodson
Tanya Hannah	Chief Information Officer	King County Information Technology	X

## PRIVATE / PUBLIC SECTOR MEMBERS

Name	Title	Agency	Present
Michael Mattmiller	Senior Director of Government Affairs	Microsoft	X
Bill Kehoe	Chief Information Officer	State of Washington	X
Jason Weiss	Chief Information Officer	Sound Transit	
James Weaver	Chief Information Officer	State of North Carolina	
Viggo Forde	Chief Information Officer	Snohomish County	X
Gretchen Peri	Practice Director	Slalom	X
Sergio Razo	Director of Information Technology	King County Library System	X
Mark Ronaldson	Director	Amazon Web Services	Wade Powell
Gary Leaf	CIO	King County Housing Authority	X

## **WELCOMED GUESTS AND OTHER ATTENDEES**

**This meeting had over one hundred guest and other attendees that dialed in. A full listing of all attendees was not recorded.**

**The meeting started at 10:02 AM**

**King County Director of Performance, Strategy and Budget, Dwight Dively** chaired the meeting.

**Welcome and Introductions** **10:02 AM**

- Tanya Hannah welcomed the SAC and attendees to the meeting and introduced Dwight Dively as the chair of the meeting. Each SAC member (or delegate) introduced themselves. New members introduced included Claudia Balducci - King County Council, Patty Cole-Tindall - King County Sheriff's Office, Judge Matthew York – District Court, Judge Patrick Oishi – Superior Court. Kendall LeVan Hodson attended on behalf of Julie Wise – Elections, Nicole Franklin attended on behalf of Dan Satterberg – Prosecuting Attorney's Office. For private sector SAC members, Wade Powell filled in for Mark Ronaldson – Amazon.

**Opening Remarks** **10:07 AM**

- Dwight Dively delivered opening remarks. He welcomed the SAC members and guests. Dwight expressed appreciation for their work and participation in SAC. He discussed the King County priorities. He discussed the need to manage costs and use technology to deliver services more effectively as many of the funds are constrained resources. On a positive note, he mentioned that the local economy is strong, and the potential to expand broadband. As negatives, Dwight mentioned rising inflation, possibilities of a new COVID variance, and the war in the Ukraine, causing uncertainty.
- Claudia Balducci made remarks as a new member of the SAC. She discussed how challenges come unexpectedly, and tech helps us to be nimble. She has learned a lot about access to government through technology. The conversations today will be important to inform the budgeting season.

**Recap of October 2021 meeting** **10:15 AM**

- Zlata Kauzlaric provided a recap of the October 2021 meeting.
  - Our first topic was around our FOUR-YEAR Strategic Information Technology Plan 2020-2023.
    - We have the three main strategies in the Plan. They are: Connected Communities, Connected Data, and Connected Government.
    - These strategies have positioned the County really well to respond to the pandemic's challenges. We quickly shifted and accelerated many business priorities, and delivered several technology solutions that supported critical COVID-response needs.
    - At the meeting, our business leaders from many county agencies provided their video messages: they shared with us how IT helped them be responsive to changing customer and employee needs, also leveraging technology to conduct day to day remote work. A few great service improvements for our employees that helped with the remote work are: on-line procurements; electronic document

## Strategic Advisory Council

March 11, 2022 – Meeting Minutes - FINAL

management. For our communities: we delivered CV-19 assistance and daily dashboards; and helped with Eviction Prevention and Rental Assistance.

- During the discussion, SAC members advised on other business improvements we should consider in the near term. SAC advice was around improving the customer experience; sharing and leveraging data; partnering with businesses to improve sustainability/minimize carbon footprint; and increasing interactions between the County, State and local governments.
- The next topic was about Future of Work. During the pandemic, we had to adjust quickly how and where we all work; how we deliver services to our communities and employees, while we continue to focus on equity and inclusion for all.
  - At the meeting, the County’s technology experts provided their video messages about the technologies and service delivery improvements that are helping us in this mission.
  - During the discussion - SAC members advised on other technologies for delivering great experiences, such as secure online voting; unifying our response to customers; serving people with disabilities; and hybrid workforce models.

### Technology Awards

**10:21 AM**

- As an introduction to technology awards, a [video from Caroline Whalen](#) was presented, in which she discussed the important things that technology has done for the County.
- Tanya Hannah introduced the nominated projects for Connected Communities.
  - The winner in this category was “Digital Equity Through Affordable Internet.” Darryl Hunt made comments on behalf of the team and thanked SAC. This project was a great example of public funds well spent.
- Tanya Hannah introduced the nominated projects for Connected Data.
  - The winner in this category was “Jail Management System.” John Diaz made comments on behalf of the team and thanked SAC. John discussed how this was a project that touches many parts of the County, and implemented during the pandemic. This is the first system of its kind in the nation.
- Tanya Hannah introduced the nominated projects for Connected Government.
  - The winner in this category was “Court Video System.” Judge Oishi made comments on behalf of the team and thanked SAC. He acknowledged Judge Jim Rogers, who was the immediate past presiding judge, under which much of this work took place. This system allows many jurors to participate from home.

### #Let’sCreateTheFuture TOGETHER

**10:46 AM**

- As an introduction to this section of the meeting, a [video](#) was presented.
- Tanya made remarks about the future.
  - Technology was at the core of the efforts. Those efforts involved urgency and collaboration. This urgency and collaboration needs to be maintained.
  - Today’s disruptions are tomorrow’s new normal. Some of the major avenues the County will be looking at include:
    - Data, particularly through omnichannel. This requires partnerships and coordination from both private and non-profit partners.

**Strategic Advisory Council**  
March 11, 2022 – Meeting Minutes - FINAL

- Create anywhere – reach people where they are at.
- Connect everywhere.
- Eviction prevention and rent assistance program – this is emblematic of work over the last two years, using the hub and spoke model.
- Acceleration over the last two years will continue.
- Tanya asked SAC Members for their advice on how to maintain the urgency and collaboration we witnessed during the pandemic from SAC members.
  - Viggo mentioned it is important to have a structured change management process to ensure people are comfortable.
  - Gary mentioned that he tries to reach out to staff on a personal level, blocking out time to communicate 1:1 with staff.
  - Gretchen mentioned that Certainty, Control, and Connection are important.
  - Michael discussed 1) the need to focus on flexibility, and 2) radical focus on prioritization. Make sure the team members know what the high priority items are.
  - Sergio added that it's important to consider the emotional side of stakeholders.
  - Judge York emphasized patience, with self and others, is important. Empathize with where people are coming from.

**SAC Members Advice and Q/A**

**11:13 AM**

- This section of the meeting provided an opportunity for SAC Members to give advice to King County.
  - Wade Powell, from Amazon, delivered a presentation about Digital Equity.
    - He discussed what he's seeing other jurisdictions – Harris County, Sacramento Unified School District, Dallas County, and others – are doing for digital equity.
    - Wade discussed the need for public and private cross jurisdictional investments.
  - Michael Mattmiller, from Microsoft, delivered a presentation on Data as a Strategic Asset.
    - He mentioned the many projects at King County that have had data culture transformation success.
    - He talked about a model that looks at existing data, types of analytics, the need to find people who understand the data. It is also important to protect the data. Set up audit of data access and data being created. The importance of data sharing agreements.
    - King County has been a leader and Michael has seen lots of good work at the Department of Health, Washington State, during the pandemic.
    - Michael mentioned that the expectation is that by 2035, 65% of all jobs will require data science skills. There is a need to train employees to develop these skills, manage sharing of data across counties, and encourage others to adopt the model.
  - Bill Kehoe, from WA state, delivered a presentation on One Portal for WA state.
    - The pandemic accelerated the new vision. Being remote exposed the digital divide. Omnichannel is where WA state sees they need to be.
    - Access WA website traffic was declining. Now, with Wa.gov, the brand is changing.

**Strategic Advisory Council**  
March 11, 2022 – Meeting Minutes - FINAL

- Omnichannel focus aligns with the King County plans. Other objectives are to move to the cloud. Serve all residents.
- Gretchen Peri, from Slalom, delivered a presentation about The County’s Position.
  - Gretchen highlighted the following:
    - Connected Data – data leads to wisdom. There is a need to work backward from the outcomes we want to achieve.
    - Connected Government – joins insights across the jurisdictions.
    - Connected Communities – Gretchen highlighted examples from other jurisdictions including Oakland Police Department among others.
    - Recommendations included investing in digital equity.
- Due to time, there was no time for questions on these presentations.

**Final Comments**

**11:58 AM**

- Tanya thanked the members for coming and for their feedback.
- Claudia additionally thanked the SAC members for their participation.
- A Zoom picture was taken of the SAC attendees.

**Tanya Hannah adjourned the meeting at 12:00 PM.**