



Strategic Advisory Council

October 15, 2021
~Meeting Minutes~

Strategic Advisory Council

Semi-Annual Meeting

Sign-In Sheet

15 October 2021

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

Virtual: Zoom Meeting

[#KCSAC2021](#)

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
Kathy Lambert	Council Member	King County Council	X
TBD	Council Member	King County Council	
Susan Mahoney	Presiding Judge	District Court	Gregg Hirakawa
Jim Rogers	Presiding Judge	Superior Court	
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	Nicole Franklin
Mitzi Johanknecht	Sheriff	King County Sheriff's Office	
Julie Wise	Elections Director	Elections	X
Tanya Hannah	Chief Information Officer	King County Information Technology	X

PRIVATE / PUBLIC SECTOR MEMBERS

Name	Title	Agency	Present
Michael Mattmiller	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	X
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	X
Gary Leaf	CIO	King County Housing Authority	

BMC MEMBERS

BMC MEMBERS	AGENCY	MEMBER	ALTERNATE	ALTERNATE ATTENDEE
Tanya Hannah, Chair	Information Technology, KCIT	X		
Steven Larsen / Mike West	Adult & Juvenile Detention, DAJD			
Al Dams / R. Watson	Assessments, DOA			
Kerry Flory	Community & Human Services, DCHS	X		
Terra Rose	County Council, KCC	X		
Mike Crippen	Department of Local Services, DLS	X		
Othniel Palomino	District Court, KCDC	X		
Kendall LeVan Hodson	Elections, KCE			
Tom Koney	Executive Services, DES	X		
Jeff Scheeringa	Human Resources, DHR			
George Vida	Information Technology, KCIT	X		
Teresa Bailey	Judicial Administration, DJA	X		
Ernest Kandilige	Metro Transit, MTD	X		
Lorraine Patterson	Natural Resources & Parks, DNRP			
Helene Ellickson	Performance, Strategy & Budget	X		
Nicole Franklin	Prosecuting Attorney, PAO	X		
Stephen Weidlich	Public Defense, DPD	X		
Maria Wood	Public Health, DPH	X		
Jeff Flohr	Sheriff		X	Lynda Kamrath
Linda Ridge	Superior Court	X		
TOTALS:		15		
		75%		



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TMB MEMBERS

TMB Members	Agency	Member	Alternate	Alternate (Name)
Tanya Hannah, Chair	Information Technology, KCIT	X		
Mike West / Molly Cherkin	Adult & Juvenile Detention, DAJD	X		
Hoang Nguyen / Mai Trinh	Assessments, DOA			
Geir Engelsen	Community & Human Services, DCHS	X		
Janine Weihe / Scott Helke	County Council, KCC	X		
Velma Kelly / Jeff Scheeringa	Department of Human Resources, DHR	X		
Patrice Frank	Department of Local Services, DLS	X		
Enrique Kuttemplon	District Court, KCDC			
Margaret Brownell / Ekachai Tuntikanokporn	Elections, KCE			
Tim Morrow	Executive Services, DES	X		
John Klein	Information Technology, KCIT	X		
Shuyi Hu	Judicial Administration, DJA			
Cecilia Florescu	Metro-Transit, MTD	X		
Judy Hairston / Patrice Frank	Natural Resources & Parks, DNRP	X		
Jim Walsh / Jim Record	Performance, Strategy & Budget, PSB	X		
Nicole Franklin	Prosecuting Attorney, PAO	X		
Molly Cherkin	Public Defense, DPD	X		
Kristi Korolak	Public Health, DPH		X	Shannon Smith
Lynda Kamrath	Sheriff, KCSO	X		
Andy Hill	Superior Court, KCSC			
TOTALS:		15		
		75%		



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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 tracked.



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The meeting started at 10:02 AM

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

Welcome and Introductions **10:00 AM**

- The meeting opened with the presentation of a King County Welcome video. 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.

Opening Remarks **10:10 AM**

- Dwight Dively delivered opening remarks. He welcomed the SAC members and guests. Dwight expressed appreciation for their work and participation in SAC. He talked about how many of us have learned to work effectively from home since mandatory work from home was instated.
- Another point Dwight made was that because of the pandemic, consolidation of customer service centers, enabled by technology, was a great accomplishment, and one that would not have been done so quickly under normal circumstances.
- Both the District Court and Superior Court have embraced technology. As an example, jury duty through video, is getting better, and will be implemented permanently. Dwight reiterated that it is technology that is the enabler.
- Dwight then turned the meeting back to Tanya, who introduced Zlata for the March 2021 meeting recap.

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

- Zlata Kauzlaric provided a recap of the March 2021 meeting.
 - At that meeting the discussion was around - how King County quickly adjusted to the new challenges and new realities. King County focused efforts where it made the most impact to communities. When King County set strategies, it was never expected how much the pandemic would accelerate this need. King County was ahead of time, which allowed them to pivot quickly when Covid hit.
 - What enabled King County to react so quickly to - remote work, mass vaccination services, eviction, and rental assistance—many of these net new services for the County—the three trends emerged:
 - First, continued investments in impactful technology including core infrastructure and applications.
 - Second, powerful partnerships formed between the County, other public sector, private sector, and non-profit agencies.
 - And third, technology solutions previously considered “nice to have”, like communication and collaboration tools, became mission-critical overnight.
 - Next in the March meeting – We put a spotlight on how King County is, not only supporting the unique needs of our communities, but also helping build resiliency. While



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focusing on recovery, King County must also be focused on building resiliency so we can better weather the next crisis together.

- King County vaccine management response was a true show of investing in impact, powerful partnerships, and mission-critical technology so King County can get the vaccine out as quickly as possible. This was made possible through partnerships with Amazon, Microsoft, State of Washington, and others.
- SAC members provided King County with advice on what King County IT can do to help get people back into communities and work safely.
- Mainly, SAC advice was around supporting remote and in-person work, and advances in Contactless technology.

Future Ready IT Plan

10:18 AM

- Tanya Hannah introduced the next topic of the meeting – Future Ready IT Plan.
 - Tanya highlighted the vision for the future – what would it include – climate change, the need to reduce paper, the need for digital equity, ease of use, services that really matter to the public.
 - Connected Communities: Tanya set a stage of expanded services, one stop shopping, partnerships with community-based organizations.
 - A six-minute video was shown of various King County business leaders speaking to development of connected communities. Video from Caroline Whalen, Lorraine Patterson-Harris, Teesha Bailey, and Ernest Kandilige was played.
 - Connected Data: Tanya mentioned that much of the work that was done could not have been possible without understanding the data. This includes protecting, securing the data, analytics, and the use of machine learning and artificial intelligence.
 - A six-minute video was shown of various King County business leaders speaking about their initiatives which are examples of connected data. Video from Amy Laurent, Steven Larsen, Jennifer Coldiron, and Mary Beth Short was played.
 - Connected Government: Tanya talked about digital transformation, employees having access to resources wherever they are working, having critical infrastructure on site.
 - An eight-minute video was shown of various King County business leaders speaking about initiatives which are examples of connected government. Video from Reena Jackson, Chief Harold Scoggins, Laura Ueland, and Jeff Scheeringa were played.

SAC Breakout Rooms

10:45 AM

- At this point in the meeting, Tanya invited the SAC members to separate to three breakout rooms to discuss the question: What other business service improvements should we consider in the near team?

SAC Breakout Room Debrief

11:08 AM

- Tanya facilitated a debrief from the breakout sessions asking various SAC members the feedback from their breakout session.
 - Lynda Kamrath shared what Breakout room 2 discussed.

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- For the jail and courts – they talked about who needs access to what information, how people can get to the courthouse safely, success of on-line hearings, zoom jury duty.
- They also discussed looking at opening public buildings like libraries in areas further from Seattle, for people to have a viewing area if they don't have a home space or ability to get downtown.
- Gretchen added that using the digital equity survey, the data should tell the story and strive for fairness.
- Shannon Smith reported out on Breakout room 3.
 - This group talked about data, datamining, sharing data sets, increased volume of data sets. Lots of people are hiring staff for this kind of work. There is an opportunity to build open data, as a one stop shop for customers is not easy.
 - Sustainability was discussed. What is the platform to use for understanding the carbon footprint? They discussed partnering with businesses to think about sustainability.
- Breakout room 1 members shared their discussion.
 - Mark Ronaldson mentioned technologies focused on the customer experience.
 - Interactions between the County and State need to be bigger – this is a big trend he's seeing in state governments.
- Tanya thanked everyone for their feedback.

Future of Work is Now

11:19 AM

- Tanya Hannah introduced the next topic – Future of Work is Now.
 - Tanya mentioned that the current pace of change is now the new baseline.
 - Tanya segued into showing a series of videos made by technology staff.
 - The focus of the first set of videos was on making valuable investments. Video presenters were Jeremiah Power, Will King, and Paul Alley.
 - Modernizing applications
 - Flexible and extensible PaaS solutions
 - Data analytics tools and capabilities
 - Upgrading critical infrastructure
 - Enterprise data inventory
 - Process automation tools
 - Moving applications and data to the cloud
 - Next, Tanya provided an introduction to another set of videos on delivering great experiences. Video presenters were Jame Wong and Kevin Jernigan.
 - Digitizing services and products for our customers
 - Remote work tools for employee collaboration, communication, and data access
 - Building community preparedness and resiliency
 - Modernizing legacy applications
 - Contactless technologies
 - Enabling employees to work safely both on-site and remotely

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- Security and privacy tools and policies
- A next set of videos was presented on Transforming Our Delivery. Video presenters were Michelle Loseke, Edin Palic, and Mike Dunphy.
 - Becoming a product-focused organization
 - Implementing new software engineering methodologies
 - Leveraging the latest technology to build, deliver, and scale applications
 - Building for interoperability across multiple platforms and cloud providers
 - Improving business processes through technology automation
- Finally, a set of videos focused on Equity and Inclusion for all were shown. Video presenters were Matthew Adleberg, Kirthi Kumar, Michelle McKeag, and Caroline Whalen.
 - Inclusive design for our diverse customers
 - Omni-channel customer service
 - Enabling all employees to thrive regardless of work location
 - Providing critical information to the public
 - Delivering insights needed to make fair and equitable decisions for all those we serve
- Tanya invited the SAC members to share their thoughts on the following question: “What other technologies should the County consider investing in to continue delivering great experiences, while improving equity and inclusion?”
 - Julie Wise mentioned providing customer services, data visualization, and on-line voting that is secure.
 - John Wilson discussed the ability to unify our response to customers and make handoffs easier. It would be good to have a better chat functionality. Do we have the right tools, connectivity for how the public needs to be served?
 - Judge Hirakawa talked about hybrid models and serving people with disability.
 - Viggo mentioned the importance of open data solutions and visualization of data for citizens and residents. Organize the data to find out what has the most impact. This is tied to equity and inclusion.

Final Remarks

11:54 AM

- Tanya thanked the members for coming and for their feedback. She challenged the business partners to bring forward the challenges they need solved. Court and elections accepted the challenge.
- A Zoom picture was taken of the SAC attendees.

Tanya Hannah adjourned the meeting at 12:00 PM.