King County

Strategic Advisory Council

October 16, 2020
~Meeting Minutes~

Strategic Advisory Council
Semi-Annual Meeting
Sign-In Sheet
16 October 2020
10:00 A.M. to 12:00 P.M
Virtual: Zoom Meeting
#KCSAC2020

KING COUNTY MEMBERS

Name	Title	Agency	Present
Dow Constantine	King County Executive	Executive's Office	
Rachel Smith	Assistant County Executive	Executive's Office	X
Kathy Lambert	Council Member	King County Council	X
TBD	Council Member	King County Council	
Susan Mahoney	Presiding Judge	District Court	X
Jim Rogers	Presiding Judge	Superior Court	
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	Leesa Manion
Mitzi Johanknecht	Sheriff	King County Sheriff's Office	X
Julie Wise	Elections Director	Elections	X
Tanya Hannah	Chief Information Officer	King County Information Technology	X

PRIVATE / PUBLIC SECTOR MEMBERS

Name	Title	Agency	Signature
Michael Mattmiller	Director of Government Affairs	Microsoft	X
Saad Bashir	Chief Technology Officer	City of Seattle	Andrew Cushman
Jason Weiss	Chief Information Officer	Sound Transit	
James Weaver	Chief Information Officer	State of Washington	X
Viggo Forde	Chief Information Officer	Snohomish County	X
Gretchen Peri	Practice Director	Slalom	X
Jed Moffitt	Director of Information Technology	King County Library System	
Mark Ronaldson	Director	Amazon Web Services	X

BMC MEMBERS

BMC MEMBERS	AGENCY	MEMBER	ALTERNATE	ALTERNATE ATTENDEE
Tanya Hannah, Chair	Information Technology, KCIT	X		
Steven Larsen / Mike West	Adult & Juvenile Detention, DAJD	X		
Al Dams / R. Watson	Assessments, DOA	X		
Kerry Flory / Josephine Wong	Community & Human Services, DCHS	X		
Terra Rose	County Council, KCC	X		
John Backman / Mike Crippen	Department of Local Services, DLS	X		Danielle De Clercq
Othniel Palomino	District Court, KCDC			
Kendall LeVan Hodson	Elections, KCE		X	Margaret Brownell
Tom Koney	Executive Services, DES	X		
Jeff Scheeringa	Human Resources, DHR	X		
George Vida	Information Technology, KCIT	X		
Teresa Bailey	Judicial Administration, DJA		X	Barb Miner
John Resha	Metro Transit, MTD	X		
Lorraine Patterson	Natural Resources & Parks, DNRP	X		
Helene Ellickson	Performance, Strategy & Budget	X		
Tom LeClair (interim)	Prosecuting Attorney, PAO		X	Leesa Manion
Stephen Weidlich	Public Defense, DPD	X		
Maria Wood	Public Health, DPH			
Bryan Howard	Sheriff		X	Lynda Kamrath
Linda Ridge	Superior Court			
TOTALS:		17		
		85%		

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		Mike West
Hoang Nguyen / Mai Trinh	Assessments, DOA			
Geir Engelsvold	Community & Human Services, DCHS	X		
Janine Weihe / Brent Rash	County Council, KCC		X	Terra Rose
Velma Kelly / Jeff Scheeringa	Department of Human Resources, DHR	X		
John Backman / Patrice Frank	Department of Local Services, DLS	X		
Enrique Kuttemplon	District Court, KCDC			
Margaret Brownell / Ekachai Tuntikanokporn	Elections, KCE	X		
Gloria Allmon / Tim Morrow	Executive Services, DES	X		
John Klein	Information Technology, KCIT	X		
Shuyi Hu	Judicial Administration, DJA		X	Barb Miner
Alexander Rampley (interim)	Metro-Transit, MTD		X	John Resha
Judy Hairston / Patrice Frank	Natural Resources & Parks, DNRP	X		
Jim Walsh / Jim Record	Performance, Strategy & Budget, PSB		X	Helene Ellickson
Tom LeClair (interim)	Prosecuting Attorney, PAO		X	Leesa Manion
Molly Cherkin	Public Defense, DPD		X	Stephen Weidlich
Diep Nguyen	Public Health, DPH			
Lynda Kamrath	Sheriff, KCSO	X		
Andy Hill	Superior Court, KCSC			
TOTALS:		16		
		80%		

WELCOMED GUESTS AND OTHER ATTENDEES

Name	Title	Agency	Present
Mike Kaser	Chief Information Security Officer	KCIT	X
Rhonda Mendel	Executive Assistant	KCIT	X
Elaine Porterfield	IT Communications Manager	KCIT	X
Zlata Kauzlaric	IT Governance Manager	KCIT	X
Jennifer Hsu	IT Portfolio Manager	KCIT	X
Syrena Ogden	IT Project/Program Manager	KCIT	X
Shannon Smith	Chief of Staff	KCIT	X
Brenda Bauer	Assistant County Executive	Executive's Office	X
Jackie White	Staff to CM Lambert	King County Council	X
Jim Keller	IT Customer Success Manager	Digital Evidence	X
Anita Khandelwal	Director of Public Defense	DPD	X
Carmel Call	Division Director - BRC	DES	X
Pam Shales	IT Enterprise Manager III	KCIT	X
Jacqueline Lilly	IT Enterprise Manager II	KCIT	X
James Watts	Account Executive	Microsoft	X
Marc Gunning	Business Application Specialist	Microsoft	X
Phil Maloy	Sr Customer Success Account Manager	Microsoft	X
Denise Cody	Account Technology Strategist	Microsoft	X
David Zarling	Azure Intelligent Cloud Solution Specialist	Microsoft	X
John Cho	Director, State and Local Government, PNW (ATU)	Microsoft	X
Susan Ewaliko	Senior Account Executive, SLG	Microsoft	X
Debbie Bertlin	Public Sector	Slalom	X

The meeting started at 10:05 AM

King County Chief Information Officer Tanya Hannah chaired the meeting.

Welcome and Introductions   10:05 AM
- Tanya Hannah welcomed the SAC and attendees to the meeting. Each SAC member (or delegate) introduced themselves.

Opening Remarks   10:10 AM
- Rachel Smith, filling in for Executive Constantine, delivered opening remarks. She expressed gratitude for the work that attendees contributed to providing guidance and advice for the County's technology strategies, planning and implementation, to make King County a welcoming community where every person can thrive. 2020 will be pivotal, and action will shift the course of the future.

Technology Awards   10:17 AM
- Tanya Hannah introduced the agenda item for presenting the SAC Technology Awards. The fifteen nominated projects advanced the KC Strategic Goals of Public Safety, Healthy Environment/Climate, Equity, Economic Vitality, and Mobility. They also sought outcomes in 3 areas of Connected Communities, Connected Data, and Connected Government. The winners were announced.
  - Digital Evidence. Sheriff Johanknecht accepted the award and noted in was an amazing system for more efficient and effective data storage and sharing.
  - Senior Property Tax Exemption. John Wilson accepted the award and called it an example of One King County. There was collaboration with Assessments, DES and KCIT. There have been 400% more applications this year than previous years.
- Tanya Hannah presented the CIO Award to King County for COVID Response. She applauded the many County employees rising to the challenge.

Recap of October 2019 Meeting   10:25 AM
- Zlata Kauzlaric provided a recap of the October 2019 meeting
  - October 2019 meeting was about our next Strategic Information Technology Plan for period 2020-2023.
  - SAC was presented three main objectives for the plan and asked for review, advice and endorsement.
    - Connected Communities – We want the Members of the communities to connect with their government and conduct their business from where they are either in person or on-line.
    - Connected Data – Members of the community trust that the data that the County has in their custody provides secure, timely, convenient, and accurate access to their government's services and information.

- Connected Government – Members of the communities use a government marketplace - a quick and transparent access to services regardless of which local or state government provides the service or information.
  - o SAC members provided input and endorsed the three main objectives of the plan.
  - o The plan has been transmitted to KCC for their adoption. It is published on KC web site, and the link is included in your pre-meeting materials.

Service Delivery in Disruptive Times   10:30 AM

- Tanya Hannah introduced the topic of the meeting – Service Delivery in Disruptive Times. She talked about how the Strategic Information Technology Plan gave King County the foundation for service delivery. The County is in a good position to take bold action.
- The pandemic has affected us in many ways. We took the solid foundation and sharpened our narrative. During the pandemic we are leaving some communities behind, the most vulnerable parts of the population still need services. That is where will be sharpening our focus.
- A Zoom poll was conducted "How relevant has technology been for you and your customers this year?" – 97% of respondents indicated "significantly more relevant"
- Technology is woven into the fabric of our lives. The vision is to make King County a welcoming community where every person can thrive.
- Tanya provided her reflection on the accomplishments made in Connected Data, Government and Communities since 2017 when she attended her first SAC as CIO.

SAC Breakout (Reimagining Government in Disruptive Times)   10:55 AM

- At this point in the meeting, the SAC members broke out into three break out groups in Zoom, to discuss the questions "What are you seeing in your industries, from other clients or peers to help inform our plans and to address gaps?" and "Where are there areas to focus on to support your businesses?"

SAC Breakout Room Debrief   11:10 AM

- Tanya facilitated a debrief from the breakout sessions asking various SAC members the feedback from their breakout session.
  - o Mark Ronaldson said he thinks a lot about the citizen experience, lots of virtual, how to rethink how to engage with citizens. Digital equity is important to be thinking about so that everyone has access.
  - o The Sheriff emphasized the importance of being current in the technology that we have and expand to community members, the most vulnerable populations.
  - o Leesa Manion said it is important that someone is the architect of the component systems.
  - o Tanya emphasized interoperability.
  - o Michael Mattmiller also brought up digital equity. Some people have a computer in the household for the first time. We should enable parents to take advantage of scaling opportunities.
  - o Viggo Forde said this presents an opportunity to think about changing the customer service interaction. Paperless solutions.
  - o John Wilson mentioned non-urban digitization.

- o Andrew Cushman emphasized that there are 2 dimensions (internal and external) to automation and self-service.
  - o Shannon Smith mentioned her group talked about moving from large replacement projects to automation and process optimization to ease the resource crunch
- Tanya thanked everyone for their feedback and segued into the next topic for the meeting: Cybersecurity

Spotlight: Cybersecurity and Privacy   **11:20 AM**

- Tanya Hannah introduced the topic of Cybersecurity threats – pandemic, unemployment, protests, before handing the meeting over to Mike Kaser, King County CISO, who led this presentation.
- Mike Kaser presented slides that depicted how the County is thinking and responding to security and privacy threats.
- The focus in March of this year was on Public Health and enabling the agencies to have more connections into the community.
- Now the focus on how to help a large diverse workforce work from home.
- Security and privacy need to be strategic. King County has engaged a consultant that has help us build this framework. King County has also hired a privacy program manager to help understand our privacy maturity level.
- There is more work to do, the threat landscape is fascinating. It is necessary for us to work together. King County has been working with the City of Seattle and State of Washington.
- Andrew Cushman agreed that the attendance is very strong, which indicates the WA CISO meeting is a valuable forum.

SAC Breakout (Cybersecurity)   **11:40 AM**

- At this point in the meeting, the SAC members broke out into three break out groups in Zoom, to discuss the question "What cybersecurity and privacy threats do you see and what else should we be doing?"

SAC Breakout Room Debrief   **11:50 AM**

- Tanya facilitated a debrief from the breakout sessions asking various SAC members the feedback from their breakout session.
  - o Jim Weaver said that with increasing workforce at home, there is a need to strengthen security.
  - o Consider turning off devices like Alexa when talking about PII.
  - o Andrew Cushman pointed out that cybersecurity is not just a technical problem. Policy makers need to understand. Leesa Manion echoed that leaders need to stay involved.

Final Comments   **11:55 PM**

- Tanya thanked the members for coming and asked for any final comments or feedback.
  - o John Wilson said that there are challenges ahead. The public has an expectation that we will pick up the pace. COVID-19 has changed how we do business.

- o Mark Ronaldson said the format was good for the meeting. Would have liked longer breakout sessions. Great conversation.
- o Michael Mattmiller said these meetings get him to think. Digital equity is important. He recommended that the group stay in touch more frequently so that Tanya can get timely feedback.
- o Tanya agreed with Michael's recommendation and committed to putting something on the calendar in the next month.

Tanya Hannah adjourned the meeting at 12:00 PM.