



King County



King County

Strategic Advisory Council

October 18, 2019
~Meeting Minutes~

Strategic Advisory Council

Semi-Annual Meeting

Sign-In Sheet

18 October, 2019



King County

1:00 P.M. to 3:00 P.M
401 5th Avenue
Conference Rooms 121 and 123, 1st Floor
Seattle, WA 98104
[#KCSAC2019](#)

KING COUNTY MEMBERS

Name	Title	Agency	Signature
Dow Constantine	King County Executive	Executive's Office	
Casey Sixkiller	Chief Operating Officer	Executive's Office	X
Kathy Lambert	Council Member	King County Council	X
TBD	Council Member	King County Council	
Donna Tucker	Presiding Judge	District Court	
Jim Rogers	Presiding Judge	Superior Court	
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	Denise Cody
Mitzi Johanknecht	Sheriff	King County Sheriff's Office	
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	Signature
Michael Mattmiller	Director of Government Affairs	Microsoft	X
Saad Bashir	Chief Technology Officer	City of Seattle	Tracye Cantrell
Jason Weiss	Chief Information Officer	Sound Transit	
James Weaver	Chief Information Officer	State of Washington	X
Viggo Forde	Chief Information Officer	Snohomish County	X
Clare Pedersen	Former Managing Director	Slalom	
Mark Ronaldson	Senior Sales Manager	Amazon Web Services	X

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Welcomed Guests & Other Attendees

Name	Title	Agency	Signature
Mike Kaser	Chief Information Security Officer	King County Information Technology	X
Stephen Heard	Deputy Division Director, Technology Group	King County Information Technology	X
John Klein	IT Strategic Planning Manager	King County Information Technology	X
Rhonda Mendel	Executive Assistant	King County Information Technology	X
Elaine Porterfield	IT Communications Manager	King County Information Technology	X
Zlata Kauzlaric	IT Governance Manager	King County Information Technology	X
Jennifer Hsu	IT Portfolio Manager	King County Information Technology	
Syrena Ogden	IT Project/Program Manager	King County Information Technology	X
Shannon Smith	Chief of Staff	King County Information Technology	X
Molly Cherkin	Customer Service Manager	King County Information Technology	X
Tim Morrow	Customer Service Manager	King County Information Technology	X
Temujin Baker	IT Enterprise Manager	King County Information Technology	X
Judy Hairston	Customer Service Manager	King County Information Technology	X
Diep Nguyen	Customer Service Manager	King County Information Technology	X
Lynda Kamrath	IT Services Manager	King County Public Safety	X
Kerry Flory	Business Analyst	King County Community & Human Services	X
Terra Rose	Senior Legislative Analyst	King County Council	X
Lorraine Patterson	Chief Administrative Officer	King County Natural Resources & Parks	X
Stephen Weidlich	Public Defense Research and Data Analyst	King County Public Defense	X



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The meeting started at 10:05 PM

King County Chief Operating Officer Casey Sixkiller chaired the meeting.

Welcome and Introductions **1:05 PM**

- Casey Sixkiller welcomed attendees to the meeting. Current members introduced themselves. Members of Technology Management Board (TMB) and Business Management Council (BMC), and other attendees, were welcomed as guests.

Opening Remarks **1:10 PM**

- Casey welcomed and thanked Strategic Advisory Council (SAC) members for their engagement to advise and help guide our technology efforts in a way that supports the strategic goals of county government. Our technology strategy and the projects that move the strategy forward are essential for King County becoming the Best Run Government and apply our True North and Values– included in Dow’s major initiatives. This stands true for services we deliver to King County, the region, and our employees.
- These priorities and what technology plans to deliver will help us “Make King County a welcoming community where every person can thrive”.
- The objective of the meeting was stated: to discuss and endorse the major objectives and outcomes for King County’s next strategic technology plan for 2020-2023.

Recap of April 2019 Meeting **1:20 PM**

- Zlata provided a recap of the April 2019 meeting
 - The technology achievement award was presented to Text to 911 project. This life saving - technology enabled – service is critical to the public. The technology leadership award was presented to our Assessor John Wilson.
 - Tanya discussed the progress in the previous five years: we have built a strong technology foundation, around cloud, mobile, data and social media.
 - Tanya then presented her vision for the future: The focus for our next planning period is for the county to transition from these foundational technology services to business transformation services. We will see a major shift in the way our members of the community do business with the County and in the services we deliver. Our future will bring: Connected Communities. Connected Data and Connected Government.
 - SAC members provided advice and input on what to focus on as we develop the draft plan: Service Improvements; Data; Equity and Social Justice; Engagement; Organization; Regulations; and Innovation.
 - The CIO direction and SAC input have guided development of the new plan.

Strategic Information Technology Plan 2020-2023 **1:25 PM**

- **Tanya Hannah introduced the topic of the meeting – In the next strategic planning period 2020-2023 we are planning to deliver for 2025.** She set the tone for the meetings with a quote by Martin Luther King Jr. who spoke an important lesson when he said ““An

individual has not started living until he can rise above the narrow confines of his individualistic concerns to the broader concerns of all humanity”.

- This is our opportunity today and for our future...to rise above the confines of our individual concerns to address the broader concerns of our community together. This is what the plan is ultimately about.
- **Tanya talked about approach for the next Plan.** We live and work in a beautiful, thriving region. As public servants, we work hard every day to provide services to our community members, enable mobility across our region that advances our economic and social interests, preserve and (in some cases) restore the vibrant natural wonders of our home, lend a hand when people fall on difficult times, and help everyone in this community achieve their full and unique potential.
- These are challenges that require regional coordination and connections. And with that in mind, we developed our technology strategy.
- There are a lot of wonderful things about this region, but we also face some tough challenges...in our efforts around homelessness, opioid crisis, healthy habitat, enhancing local services; mobility. All of us, I'm sure, can appreciate the complexity of the issues we face and they're not going to fix themselves, and none of us can fix them alone.
- These are challenges that require regional coordination and connections. And with that in mind, we developed our technology strategy.
- **Tanya discussed a broad reach-out and stakeholder engagement to develop the objectives for the plan.** We gathered input from a number of internal and external parties as well as members of the community for the plan. We received over 1100 responses to our survey asking community members about what is important to them and how the County can best engage with them.
- **King County business goals drive technology strategy.** To enable the County's best run government charge, we made sure our technology strategic objectives were in alignment with and in direct support of our business goals. Business and technology have become tightly integrated, and community expectations about how technology makes it easier to conduct business with any organization, including the County, continue to increase. We live in a large, growing, and diverse community. Our residents are (for the most part) very digitally savvy and highly educated. And our County is home to 10 Fortune 500 companies, many of them in the technology field.
- But for all of our progress and prosperity, we are leaving some of our community members behind. And as we continue to grow, which we will, we must develop better ways to engage our residents and connect with our customers in unique and diverse ways that meet their needs and desires.
- **We have team who can execute.** As we look to deliver on our technology strategy, we have a fantastic team in place ready to execute on the strategy. The County was recognized by Forbes as a first-class employer with an incredibly talented and dedicated workforce who do ground breaking, innovative work every day to deliver services to our communities, our employees, and our partners.
- The County's strategic technology plan focuses on three main areas: **Connected Communities, Connected Data, and Connected Government.**
- **The core of this strategy is the King County Connect Marketplace.** We start from a customer centric framework that focuses on when, where, and how our customers want to engage



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with us and access the services and information we provide. The marketplace connects our assets (whether it be data, applications, knowledge, or products) to develop services that we deliver to our customers through a variety of distribution channels, all while being great stewards of our technology environment.

- **Connected Communities. This** will be possible when we address the digital divide and increase ease of access and coverage for services through multiple languages, multiple locations, and technology enabled interactions.
- **Connected Data.** When we connect data, we can generate insights about our customers to help drive greater value from our services, help our community members make better/healthier decisions, and develop and deliver services that address the comprehensive needs of our residents, collectively and individually. Connecting our data better within and across County departments as well as with our partner agencies helps us focus on creating that connected customer experience that establishes confidence and trust in our organizations' ability to deliver.
- **Connected Government.** We seamlessly and transparently support service delivery regardless of the responsible party within and across our local and state agencies.
- **Tanya** concluded her discussion with another MLK quote: **We may have all come on different ships, but we're on the same boat now.** Tanya then opened for discussion.

SAC Discussion.

1:55 PM

- **Connected Government:**
 - The state has similar goals, and especially in the areas of connected government, and areas where state and the county and cities can work together. For example: voter registration.
 - Examples of where governments can collaborate:
 - Aerial imaging ... all can leverage a same provider/solution.
 - Assessor's Senior Exemption – on-line service going live in January 2020; potential for the statewide solution
 - Use of drones during emergencies and similar (example North Dakota).
- **Connected Government/Data:**
 - Assessor and Elections have a lot of data that could provide insights to redistricting after 2020 census.
 - CJIS – sharing digital evidence
 - Using data for legislative initiatives
 - How can we use our data for more equitable oversight of ridesharing among taxi and less regulated transportation companies?
 - How we can provide trips end to end for our customers, and also share traffic videos and congestions data - among Metro, Sound Transit, Ferries, Community Transit, Light Rail, Uber, taxis ...
- **Connected Communities/Data:**
 - Records and Licensing is another opportunity for the communities not to have to come to downtown.

- Providing remote on-line testifying at council, community, committee mtgs, like state provides for
 - Opportunity for providing services requested via voice recognition
 - Provide internet access equitably to all communities; all need to have access to internet at this time and age
 - FCC data show better statistics related to internet availability in communities than it is in reality; partner with FCC to align and address the gaps
 - Broadband study will inform where to make investments;
 - Remove obstacles to and expand public and private partnerships to help solve problems
 - Elections has voter outreach efforts to communities in partnerships with private sector; should consider how technology can be leveraged for the outreach
- **Employees are drivers of change**
 - Employees are critical for success of the Plan, they are the ones to make it happen.
 - Importance of keeping the employees skilled up.
 - Use technology to provide employees with modernized skill sets and also mindful stress reduction; Digital Assistant to help
 - For the workforce of the future – we need to be able to share best practices; learn from private partners how they on-board their employees; reduce barriers to government hiring
 - Build relationships with schools.
 - Not enough skilled employees to accomplish all we want; employee pipeline may be an opportunity: employees move from government to private and potentially back, acquiring knowledge and skills along the way.
 - Lots of the County's workforce lives outside of King County – need internet access for telework
- **Challenges and Opportunities**
 - Developing organization
 - Enterprise Planning under way in the County; 60 lines of businesses; we can plan/redefine how and where we deliver services
 - We are building on a good foundation
 - Need to collaborate with our business partners to realize the Plan
 - Budgeting with the plan in mind on a macro level
 - Ordinance changes ... for example immigrant refugees / languages
 - Collaborative government market place is another opportunity to partner among the state, cities and counties
 - Intelligent routing as a solution for providing seamless government services
 - Kingcounty.gov refresh is one of government marketplace channels
 - How can we formalize partnerships?
 - Emphasize Cybersecurity across all three major objectives;
 - Opportunities to improve cyber laws and how we hold companies accountable for breaches



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- Appreciation and support for the bold strategic thinking Tanya presented
- Appreciation for the transformational approach Tanya presented
- Digital Government summit in Olympia – KC/Tanya invited to present.

SAC Vote of Endorsement. SAC Members in attendance endorsed unanimously the major objective and outcomes for Strategic Information Technology Plan 2020-2023,

Action Items.

- Convene intergovernmental group City Of Seattle, Snohomish County, State of Washington, City of Bellevue, Pierce Co, others ... to develop a formalized approach and initiatives for connected government/government market place.
- Next SAC – discuss initiatives from the intergovernmental group

Closing Comments

2:45 PM

- Tanya thanked the members for coming, for their advice and feedback and support for the next Plan.

Tanya Hannah adjourned the meeting at 2:50 PM.