

KCIT What We Offer



KCIT provides innovative technology that meets your business priorities and the public's needs—now and into the future.

We partner with you to learn your business and what your customers need. We offer insight from across King County to help you make the best decisions. We do that by connecting you with the tools and technology you need to succeed.

Our standard services are available to all employees. Those services are paid via the enterprise rate—a flat rate that funds essential services to your entire organization. We also offer extra products and services we customize to meet your needs.

Included Standard Services:

CUSTOMER SUPPORT SERVICES (HELPDESK)

We maintain King County's computers, workstations, mobile devices, system access, and enterprise applications, such as Microsoft 365 and Teams. We also on- and off-board employees.

CYBERSECURITY

We provide 24/7/365 vigilance against threats to keep King County systems, assets, and data safe from unauthorized access.

DATA

We collect, maintain, analyze and make available county data to help guide smarter policy and operational decisions.

NETWORKS

We deliver infrastructure support to ensure employees and customers can easily access services on-demand.

TRAINING

We offer comprehensive training and guidance so your teams have the necessary skills to use technology tools and solutions.

COMMUNITY ENGAGEMENT & SOCIAL MEDIA STRATEGY

We help you get your message out to the community using social media, email and text messages, and to collaborate via King County's digital town hall.

TECHNOLOGY TOOLS

We develop and support cutting edge applications to ensure employees can easily deliver accessible services to communities.

LEARN MORE ABOUT OUR ADDITIONAL SERVICES

We also offer additional products, services and capabilities customized to meet your needs. Your Customer Success Manager can guide you through the steps and connect you with the appropriate KCIT experts.

KCIT Additional Services



Technical Support

COLLABORATION SPACES

We set up meeting rooms with the capability to communicate with participants, share desktops and documents, annotate pictures and maps, plus “smart” whiteboards for brainstorming.

EXTRA MONITOR

Need one? Ask us!

IP FAX

We offer IP fax allowing you to send paperless electronic faxes through Outlook right from your workstation, without the need for fax hardware, dedicated phone lines or maintenance costs.

EMERGENCY RADIO

We provide maintenance and operations for King County’s critically important 800 MHz emergency radio system.

TRAINING

We educate your team about how to best use innovative tools to create better experiences for constituents.



Technology Enhancements

SOFTWARE QUALITY TESTING

We ensure your software meets and complies with defined or standardized quality specifications throughout its lifetime.

BUSINESS ANALYSIS

We offer consultation with experts to better understand your technology needs and goals, develop requirements, assist with technology implementation, and shape your project and/or operations.

PROJECT MANAGEMENT AND CONSULTATION

We offer expertise and experience to successfully manage your capital projects and technology enhancements.

CHANGE MANAGEMENT

Your Customer Success Manager will connect you with the appropriate KCIT experts, who will engage you about your idea or issue.

USER EXPERIENCE

We help you bring forward what your customers need and value, and how they want to interact with us.



Digital Communications

VISUAL DESIGN

You never get a second chance to make a first impression! We craft your message into accessible, eye-catching, and easy-to-use illustrations, infographics, animations, maps, and more for the web, social media, and print.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

We create accurate, up-to-date cartography and address services for King County departments and emergency services, as well as public and regional partners.

DATA PRESENTATION

We present and interpret high-quality data to tell King County’s story in compelling, easy-to-understand ways.

WEBSITE DEVELOPMENT

We assist you with custom web development for kingcounty.gov to better serve your audience with custom, engaging content and tools, and a personalized, seamless user experience.

KCIT Technology Tools



We have solutions!

We develop and support cutting edge applications to ensure employees can easily deliver accessible services to communities. Check out our platforms and tools that can help you do your job.

DIGITAL MANAGEMENT	Adobe Experience Cloud
BUSINESS INTELLIGENCE AND ANALYTICS	
COLLABORATION	
CUSTOMER RELATIONSHIP MANAGEMENT	Microsoft Dynamics
DOCUMENT MANAGEMENT	
ECOMMERCE	ePayments
ELECTRONIC SIGNATURE	DocuSign
ENTERPRISE RESOURCE PLANNING (ERP) AND FINANCIAL MANAGEMENT	ORACLE
EXPENSE MANAGEMENT	CONCUR
FILE SHARING AND MANAGEMENT	
GIS	esri
HUMAN RESOURCES MANAGEMENT	PeopleSoft NEOGOV
INTERACTIVE VOICE RESPONSE (IVR)	aws NICE inContact
RISK MANAGEMENT, SAFETY AND CLAIMS	ORIGAMI RISK