



**King County**

# **Strategic Advisory Council**

**March 23, 2018**

**~Meeting Minutes~**



**Strategic Advisory Council**  
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**Attendees:**

<b>SAC Internal Members</b>	<b>Organization</b>	<b>Present</b>
Dow Constantine	King County Executive - <i>Represented by Chief of Staff Rachel Smith and Sr. Deputy County Executive Fred Jarrett</i>	X
Kathy Lambert	King County Council	X
TBD	King County Council	
Laura Inveen	King County Superior Court – <i>Represented by Judge Jim Rogers</i>	X
Donna Tucker	King County District Court (11:30 AM)	X
John A. Wilson	King County Assessor	X
Dan Satterberg	King County Prosecuting Attorney – <i>Represented by Leesa Manion</i>	
Mitzi Johanknecht	King County Sheriff's Office	X
Julie Wise	King County Elections	X
Tanya Hannah	King County Information Technology	X
<b>SAC External Members</b>		
Stuart McKee	National Technology Officer, Microsoft Corporation	X
Michael Mattmiller	Former Chief Technology Officer, City of Seattle	X
Tracye Cantrell	Interim Chief Technology Officer, City of Seattle	X
Rob St. John	Interim Chief Information Officer, State of Washington	
Jason Weiss	Chief Information Officer, Sound Transit	X
Clare Pedersen	Former Managing Director, Slalom	X
Trever Esko	Chief Information Officer, Snohomish County	X
<b>SAC Other Attendees</b>		
Fred Jarrett	King County Senior Deputy Executive – <i>SAC Chair for Dow</i>	X
Zlata Kauzlaric	King County Information Technology	X
Aaron Barak	King County Information Technology	X
Sharon Potts	King County Information Technology	X
Jennifer Hsu	King County Information Technology	X
Syrena Ogden	King County Information Technology	X
Jamie Holter	King County Information Technology	X
Rafael Reyes	Microsoft Corporation	X
Carso Rynd	Microsoft Corporation	X
April Sanders	King County Council	X
David Mendel	King County Information Technology	X
Bob Johnson	King County Information Technology	X



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Tony Laberge	King County FBOD	X
Scott Matheson	King County FBOD	X
Ken Guy	King County FBOD	X
David Zarling	Microsoft Corporation	X
Steve Kirchoff	Microsoft Corporation	X
Jerelyn Hampton	King County Elections	X
Jon Keith	King County Elections	X
Kelly Moselage	King County Elections	X
Carmel Call	King County Executive Services	X
Gaukhar Serikbayeva	King County Executive	X
Margaret Brownell	King County Elections	X
Lynda Kamrath	King County Sheriff's Office	X
Tim Morrow	King County Information Technology	X
Terra Rose	King County Council	X



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**King County Senior Deputy Executive Fred Jarrett** chaired the meeting.

**Welcome and Introductions** **10:00 AM**

- Fred Jarrett, Sr. Deputy County Executive, welcomed the Strategic Advisory Council (SAC) and led introductions around the table first introducing himself as the designee for Dow Constantine as this SAC meeting's Chair.
- Fred acknowledged the venue for the meeting being named after Ruth Fisher, his mentor, and the headquarters of Sound Transit, thanking Sound Transit for providing use of the venue for the meeting.
- Rachel Smith, Chief of Staff for Dow Constantine, was introduced as a member of Executive leadership joining the meeting.
- New members to the SAC were introduced
  - Mitzi Johanknecht – new Sheriff
  - Tracye Cantrell – Interim CIO for City of Seattle
- Members unable to attend
  - Judge Laura Inveen – Judge Jim Rogers filling in
  - TBD from King County Council
  - Rob St. John from State of Washington
- Other SAC members in attendance introduced themselves.

**Strategic Priorities – Opening Remarks** **10:05 AM**

- Fred Jarrett reviewed the purpose of the SAC – to advise and help guide our technology efforts in a way that supports the strategic goals of the County government. To ensure the business driven results to the customer. Fred thanked the SAC for serving and relayed the change in SAC format from past meetings to becoming more of a dialogue and forum for providing advice.
- Rachel Smith reiterated Fred's comments on the importance of technology as a critical component to county government, and the need to modernize, to collaborate across agencies, to empower our workforce to use technologies to make work more efficient and benefit the community.

**SAC Technology Awards** **10:15 AM**

- Fred Jarrett provided a short introduction to the SAC Technology Awards. In the past we had to recruit nominees. Today we are inundated. This is a testament to KCIT.
- Rachel Smith introduced the nominees as signifying the County's success in moving technology forward and providing business value to internal customers and members of the community.
- List of Technology Achievement Award project nominees were displayed and acknowledged by the meeting attendees.
  - 2018 Technology Achievement Award: presented to **Countywide Electronic Payment Project**, King County Department of Executive Services – for making it easier and more convenient for members of the community to use credit cards and other electronic payment solutions when conducting business with the County.
  - The Project Team was invited to say a few words and accept the award. Project Attendees: Ken Guy (sponsor), Bob Johnson, Tony Laberge, Scott Matheson



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- List of Technology Champion Award nominees were displayed and acknowledged by the meeting attendees.
  - 2018 Technology Champion Award: presented to **Julie Wise, Director of King County Elections** – in appreciation for her work, leadership and commitment to accuracy and transparency of elections, use of innovative solutions and technology to expedite cote tabulation, expand voter outreach and education and increase voter access in the County.
  - Julie was invited to say a few words and accept the award.

### **Recap of October 2017 meeting**

**10:30 AM**

- Zlata Kauzlaric provided a recap of the last meeting
  - Reminder of the structure of Technology Governance, including governing bodies: Strategic Advisory Council (SAC), Business management Council (BMC), Technology Management Board (TMB), and Project Review Board (PRB).
  - The meeting then moved into meeting topics that aligned to our Strategic Technology Priorities with a deep dive into two areas: Data and Effective Digital Systems, led by Aaron Barak.
  - Tanya Hannah led a discussion about focusing on customers.
  - Sharon Potts talked about improving IT Service Delivery and disciplines her team is putting in place to mature methods and processes.
  - There was group discussion about these technology strategies, including civic engagement, business continuity and cybersecurity. Additionally, there was discussion on how agencies can share solutions for the countywide benefit.
  - Several topics for upcoming meetings were proposed. Civic Engagement will be discussed today.

### **Roadmap to Engagement**

**10:35 AM**

- Tanya Hannah provided introductory remarks about the need to focus on the customer, to have effective Civic Engagement by aligning county resources and services to meet the customer needs. Tanya highlighted two important components to having Successful Outcomes: 1) Partnerships – breaking down siloes, and moving technology forward to address challenges such as reduced budgets, and 2) Technology – which is growing by leaps and bounds, using the example of mobile devices which are optimized for users.
  - A video on King County Information Technology Annual Report 2017 was shown, which highlighted projects: E-Filing, Food Safety Rating system integration with Yelp and Smartboard technology rollout to county facilities. 2017 culminated in King County receiving an award for 1<sup>st</sup> Place in the Digital County Survey.
- Tanya talked about how partnerships and technology drive project success.
  - A video on Building Partnerships was shown, which highlighted some projects which are currently leveraging partnerships: PSERN (Puget Sound Emergency Radio Network) – which involves regional partnerships to change the emergency radio network from analog to digital, and Dept. of Natural Resource and Parks Wastewater Treatment Division – using HoloLens and Tactile software together to bring results.

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- **Discussion:** Tanya invited the SAC members to discuss how successful partnerships can be built.
  - Jason Weiss suggested that community based Hackathons are useful, and that at Sound Transit they have hired a Chief Experience Officer. This will help them define the North Star. Sound Transit also meets regularly with other transit organizations.
  - Clare Pedersen recommended partnerships with companies. Use partners that we already have, ask people who know people.
  - Fred Jarrett asked the SAC members how they learn about the customer, and noted that the public sector has traditionally not been good at this. This generated dialog about defining who is the customer and the challenges of agreeing on how the customer is accessing services, as the public doesn't see their interaction with all government entities as the same across the board. Michael Mattmiller suggested journey maps and user stories should be created. John Wilson commented that a feedback loop needs to be collected. Tracye Cantrell pointed out that the customer includes businesses as well as individuals. Kathy Lambert noted that quality of service at Nordstrom is not the same as quality of service at government. The user needs to find what they are looking for within three minutes. Sharon Potts mentioned the use of personas to understand the customer.
  - Trever Esko mentioned that there should be policy in place regarding how partnerships come together.
  - Michael Mattmiller mentioned the challenges for governments to move fast and innovate. Suggested partnering with organizations that are incentivized, as an example a partnership between Argonne National Labs and City of Chicago. Using data analytics...this is something that could be cultivated better in the City of Seattle and King County.
  - Tracye queried if anyone in the room has a definition of the customer.
  - Tanya asserted that she believes everyone is the customer.
- Tanya moved the discussion back to the Strategic Technology Goals enabling King County Priorities. The priorities were endorsed in 2016 and are still applicable today. Focus for 2018 is Mobility and Civic Engagement.
  - A video on the Microsoft/King County Hackfest was shown, which highlighted projects that involved people working across jurisdictions.
  - **Discussion:** Tanya invited the SAC members to give their thoughts on how Predictive Analytics can be used to understand the customer.
    - Clare Pederson cautioned it is important to have good data so as not to act on incorrect data. Aaron Barak noted that some of the data we have is suspect and that we are currently taking steps to standardize and clean data.
    - Stuart McKee mentioned that this is a digital transformation challenge. He used Uber of an example of a company that does not own their cars. They provide assisted technology. Technology is moving towards managed services. Another example is can law enforcement use data from the community? If they can,

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- which sources do you trust? Government should think about these issues as companies like Uber develop.
- Tanya commented that as companies like Uber and Lyft disrupt transit, using technologies such as machine learning, Sound Transit and Metro need to think about implications on policy, and how does the government deliver services to the same consumers.
  - Many SAC members talked about who owns the data (does it need to be owned by government?) and how to share the data efficiently across jurisdictions.
  - Michael Mattmiller suggested that governments should be more API and less RFP. Government should find more opportunities to surface data through private companies (like food safety in Yelp) to reach the consumer. This will make us move faster.
  - Tracye commented that there is an element of self-preservation in the government mindset. These are hard discussions to have due to labor force and assets that have been around for a long time.
- Tanya brought the discussion back to Outcomes of initiatives, and mentioned at the end of the day what previously worked could influence what we choose to continue investing in.
    - A video on Changing Communities for the Better was shown, which included remarks from Dow Constantine.
    - **Discussion:** Tanya asked for SAC feedback to the KCIT team how to assist change communities for the better.
      - Kathy Lambert suggested leveraging networks, that policymakers see megatrends coming. She is concerned about unemployment in the future.
      - Fred Jarrett emphasized the importance of repurposing resources and being innovative.
      - John Wilson focused on need for agility.
      - Julie Wise mentioned it is important to decide whether the government should develop technologies or look to other companies to do it.
      - Clare Pederson suggested having a North Star.
      - Aaron affirmed that having an Open Data strategy seems a good idea.
      - Jason Weiss noted that policy changes need to come faster and more nimbly.
      - Trever, Michael, Donna all mentioned need to collaborate regionally and broaden the net of who gets engaged. Partnerships will serve customers better and more efficiently.

### **Final Comments**

**11:50 AM**

- Tanya thanked the members for coming and mentioned that crowd sourcing was a potential topic for the October 2018 SAC.
- **Fred Jarrett adjourned the meeting at 11:53 AM.**