King County

STRATEGIC ADVISORY COUNCIL

March 11th, 2022

The meeting will start shortly.

To enable Closed Captions, please click the “Live Transcript/CC” button found on the Zoom tool bar and select “Show Subtitle.”

#KCSAC2022

King County

WELCOME
INTRODUCTIONS

Tanya Hannah | Chief Information Officer

King County

King County

SAC MEMBERS

Dow Constantine

King County
Executive SAC Chair

Claudia Balducci

King County
Council Chair

Dwight Dively

King County
Chief Operating Officer

Tanya Hannah

King County
Chief Information Officer

Internal

SAC MEMBERS

Patti Cole-Tindall
King County Sheriff

Matthew York
King County District Court
Chief Presiding Judge

Dan Satterberg
King County
Prosecuting Attorney

Patrick Oishi
King County Superior Court
Chief Presiding Judge

John A. Wilson
King County
Assessor

Julie Wise
Director, Elections

TBD
King County Council

King County

Private & Public Sector

SAC MEMBERS

Michael Mattmiller
Microsoft
Senior Director, State Government Affairs

Gretchen Peri
Slalom
Senior Director

Bill Kehoe
State of Washington
CIO

Gary Leaf
King County Housing Authority
CIO

Mark Ronaldson
Amazon Web Services
Senior Sales Manager

James Weaver
State of North Carolina
CIO

Viggo Forde
Snohomish County
CIO

Jason Weiss
Sound Transit
CIO

Sergio Razo
King County Library System
Director, Information Technology Services

TODAY'S AGENDA

10:05 am	**Welcome & Introductions**
10:15 am	**Opening Remarks**
10:25 am	**Recap of October 2021 Meeting**
10:30 am	**Technology Awards**
10:45 am	**#Let'sCreateTheFuture…TOGETHER**
11:05 am	**SAC Members Advice and Q&A**
11:50 am	**Final Comments**
12:00 pm	**SAC Virtual Social**

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OPENING REMARKS

Dwight Dively | Chief Operating Officer

King County

PRIORITIES

- SAC members appreciation and thank you
- Welcome New Members
- Plan for the future: Lead with 2023-24 policy priorities and investments
  - More equitable and racially just King County
  - Environment: Strategic Climate Action / Clean Water, Healthy Habitat
  - Cost Management through innovation & leveraging our collective, and constrained resources
- The financial situation is murky given uncertainty about the war, inflation, COVID, and labor contracts
- Federal and state infrastructure funds may be of great value to the County, including to expand broadband access
- Technology can greatly help us to advance these priorities

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OPENING REMARKS

Claudia Balducci | King County Council Chair

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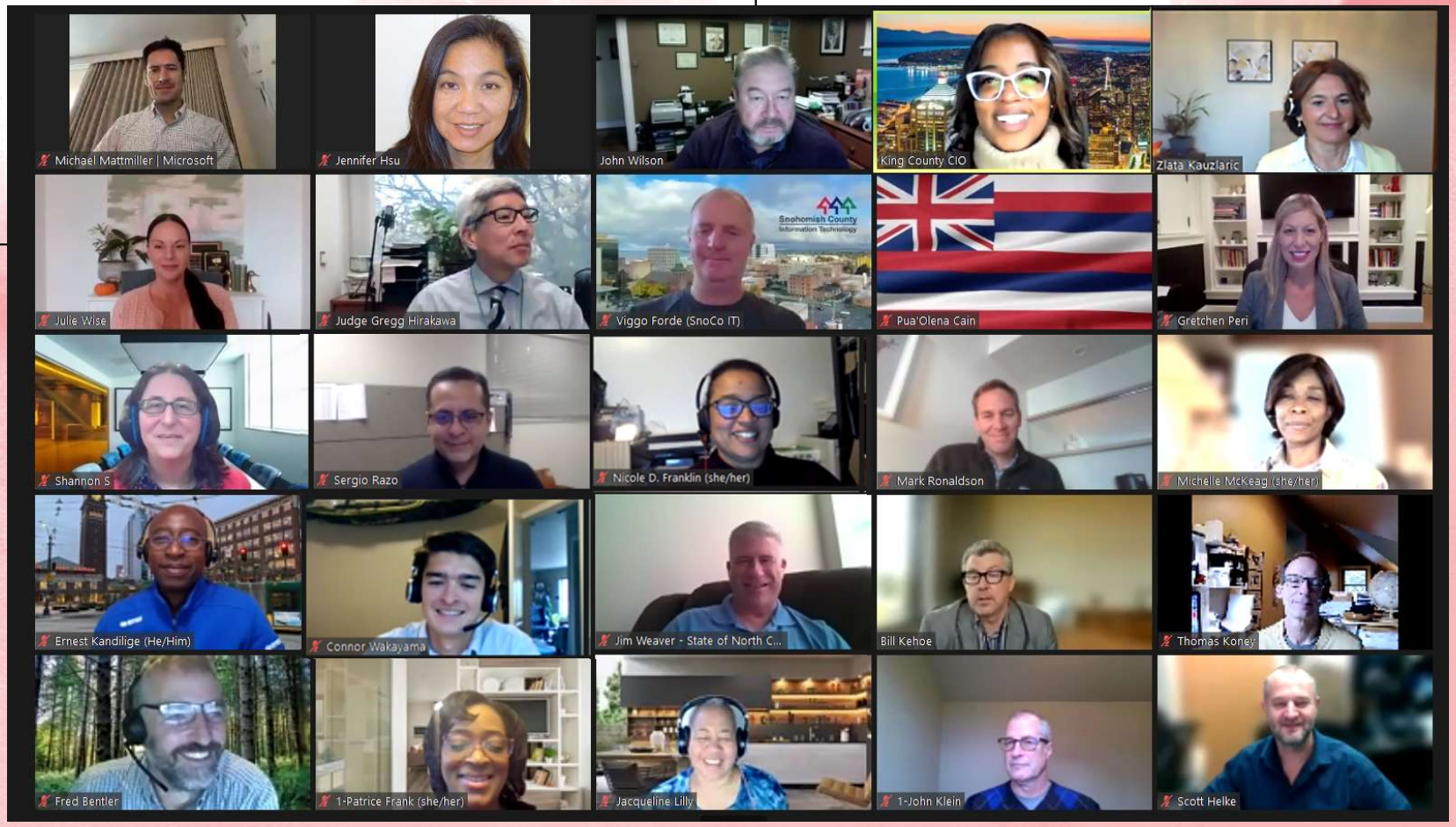
OCTOBER 2021 MEETING

Zlata Kauzlaric | IT Governance Manager

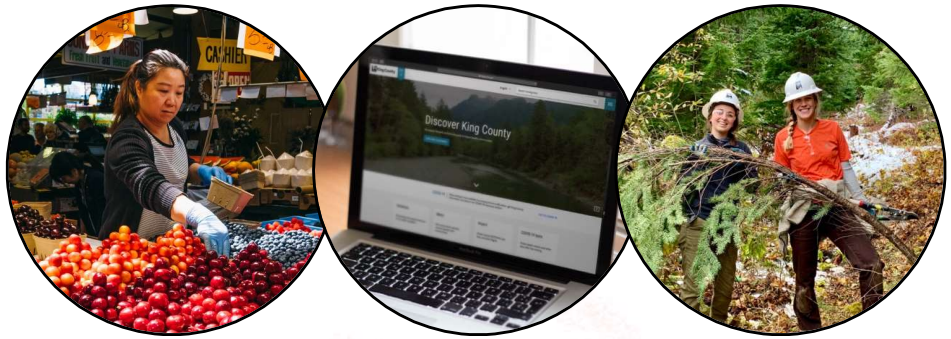
October 15, 2021 SAC Meeting



2021 Update

FUTURE READY IT PLAN

The county's business leaders provided their video messages describing how IT is helping them be responsive to changing customer and employee needs.



Connected Communities

Connected Data

Connected Government

SAC ADVICE:

What is Possible? What business service improvements should we consider in the near term?

Looking Forward

FUTURE OF WORK IS NOW

The County's technology experts provided their video messages about the technologies and service delivery improvements that are helping us in this mission.

Making Valuable Investments

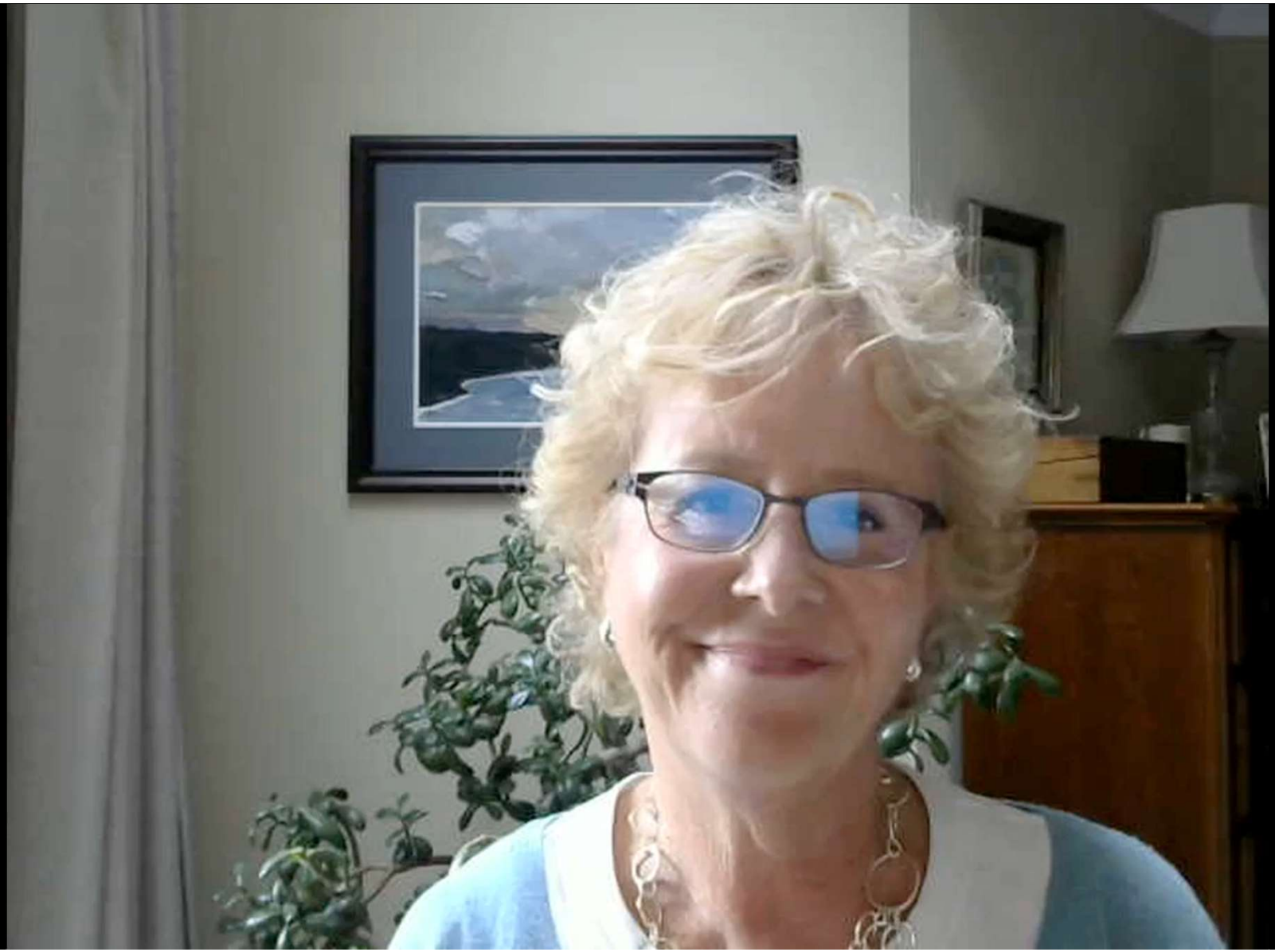
Delivering Great Experiences

Transforming Our Delivery

With Equity and Inclusion For All

SAC ADVICE:

What other technologies should the County consider investing in to continue delivering great experiences, while improving equity and inclusion?



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TECHNOLOGY AWARDS

Award Nominated Projects

Adult and Juvenile Detention

- Jail Management System

Judicial Administration

- Digital Protection Order Office

Community and Human Services

- Integrated Managed Care

Community and Human Services/Public Health

- Data Integration
- Mass Vaccine Management
- COVID-19 Response: Dashboards and PPE Distribution

Executive Services

- Procurement Modernization
- PeopleSoft Migration to Cloud Infrastructure

Human Resources

- Digital Human Resources

Executive Services, King County Information Technology

- Technology Recycling

King County Superior Court

- Courtroom Video System

Metro

- Transit Business Intelligence Resource Data (TBIRD)
- Transit Operator Comfort Stations
- Transit Operators Automated Sign-In

King County Information Technology

- Puget Sound Emergency Radio Network
- High Volume Data – Scientists/Engineers Working from Home
- Digital Equity through Affordable Internet
- Enterprise Data Catalog

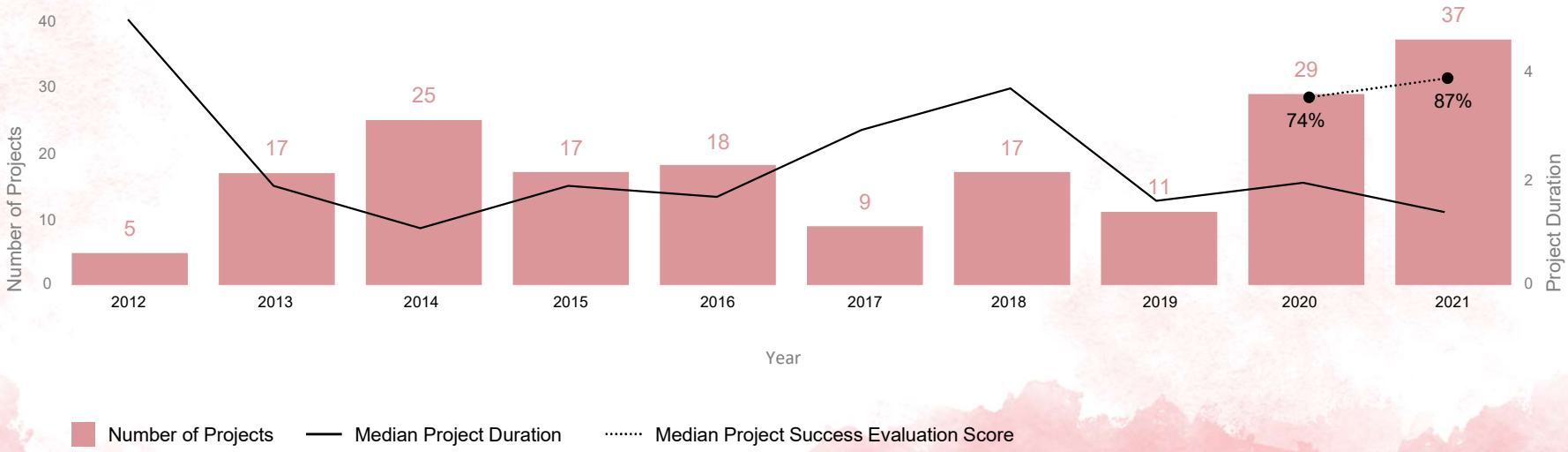
King County

More. Faster. Better.

37 ↑
Tech Projects

1.5 ↓
Years to Complete

87% ↑
Success Evaluation Score



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Connected Communities

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Technology Achievement Award

Connected Communities

PRESENTED TO:

Digital Equity Through Affordable Internet

King County Information Technology

For the successful outreach to enroll more than 27,000 King County households into Affordable Connectivity Program for predominately unserved and underserved communities and help extend digital infrastructure, literacy, affordability, and access to devices.

Awarded by King County Information Technology Governance

Technology Achievement Award

Connected Communities

PRESENTED TO

Digital Equity Through Affordable Internet

King County Information Technology

Awarded by King County Information Technology Governance

King County

Strategic Advisory Council Meeting
March 11th, 2022

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King County

Strategic Advisory Council Meeting
March 11th, 2022

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Connected Data

King County

Technology Achievement Award

Connected Data

PRESENTED TO:

Jail Management Project

Department of Adult and Juvenile Detention

For the successful delivery of a new, modern, integrated Jail Management system replacing a 40-year-old legacy system, and one of the first in the nation to combine records for adult, juvenile, and community corrections organizations.

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Technology Achievement Award

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Connected Government

King County

Technology Achievement Award

Connected Government

PRESENTED TO:

Court Video System

King County Superior Court

For the successful delivery of a new, modern video system for 47 courtrooms in the South King County Regional Justice Center in Kent to allow remote jury selection, participation, and witnesses for civil trials.

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Technology Achievement Award

Connected Government

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#Let'sCreateTheFuture TOGETHER

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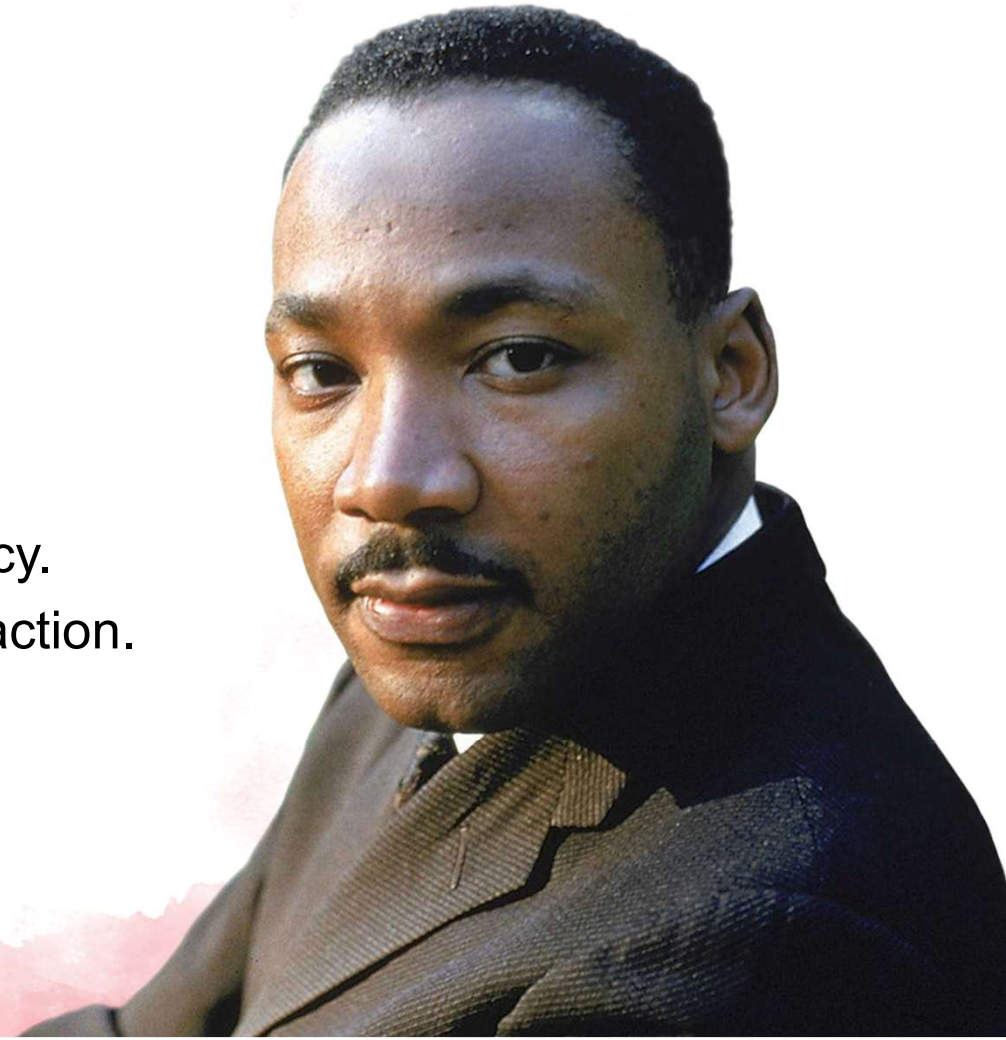
“

We are now faced with the fact that tomorrow is today. We are confronted with the **fierce urgency of now**. In this unfolding conundrum of life and history, there is such a thing as being too late. This is no time for apathy or complacency. This is a time for vigorous and positive action.

Martin Luther King Jr.



King County

BEYOND WHAT'S NEXT

Create Anywhere • Connect Everywhere • Reach Beyond

COVID RESPONSE & RECOVERY

PUBLIC SAFETY

HOMELESSNESS & AFFORDABLE HOUSING

RACIAL JUSTICE

CLIMATE ACTION & SUSTAINABILITY

REGIONAL MOBILITY

Create Anywhere

Powerful technology solutions that help us overcome barriers enable our business partners to innovate quickly

- Modern workplace solutions
- Transforming communications
- Reliable, scalable, modern applications
- High powered computing resources
- Enterprise data catalog
- Digital dexterity
- Hybrid everything
- Analytics everywhere
- Beyond sustainability

Connect Everywhere

Reaching our customers and employees wherever they are

- Omnichannel service delivery
- Collaboration tools
- Multi-device management
- Sensors/IoT/smart fleets
- Payment kiosks
- Video court system

Eviction Prevention and Rent Assistance Program 2.0

King County

Keeping King County Residents Housed

Create Anywhere

Connect Everywhere

Reach Beyond

$227M
Rental Assistance Distributed

~21,000
Households Received Rent Assistance

65
Community Based Organizations

DCHS Partnering with Housing Justice Project to help Households Facing Eviction Stay Safely Housed

Connected Communities

Connected Data

Connected Government

Reach Beyond

Pushing our imagination to new horizons

- New business models
- Strategic partnerships
- Accessibility
- Leading through change

Open Mic SAC Members Discussion

What have you found successful in leading your organization through enormous change these last couple of years?

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SAC MEMBERS ADVICE

King County

DIGITAL EQUITY

Wade Powell | AWS, Principal Account Manager,
Sr. Sales Manager Higher Ed

What is Digital Equity?

“A condition in which all individuals and communities have the information technology capacity needed for full participation in our society, democracy, and economy.”

Digital equity is typically used when referring to education, but it’s relevant in any industry or community where tech, and specifically internet access, is essential for success.

***National Digital Inclusion Alliance (NDIA)**

What does digital equity look like?

The NDIA explains that the mission of digital or internet inclusion incorporates five elements of Information and Communication Technologies (ICTs). Everyone needs access to these elements to be truly included in an equitable digital society:

1. Affordable, robust broadband internet service
2. Internet-enabled devices that meet the needs of the user
3. Access to digital literacy training
4. Quality technical support
5. Applications and online content designed to enable and encourage self-sufficiency, participation and collaboration.

King County

The County has done great work on starting to build-out its Digital Equity

Digital Equity Through Affordable Internet

- 27,000 households enrolled in program to provide up to $50/mo toward internet

Planning for Eastrail Fiber Infrastructure

- A 28-mile area including Woodinville, Kirkland, Redmond, Bellevue, Renton, and unincorporated parts of King County

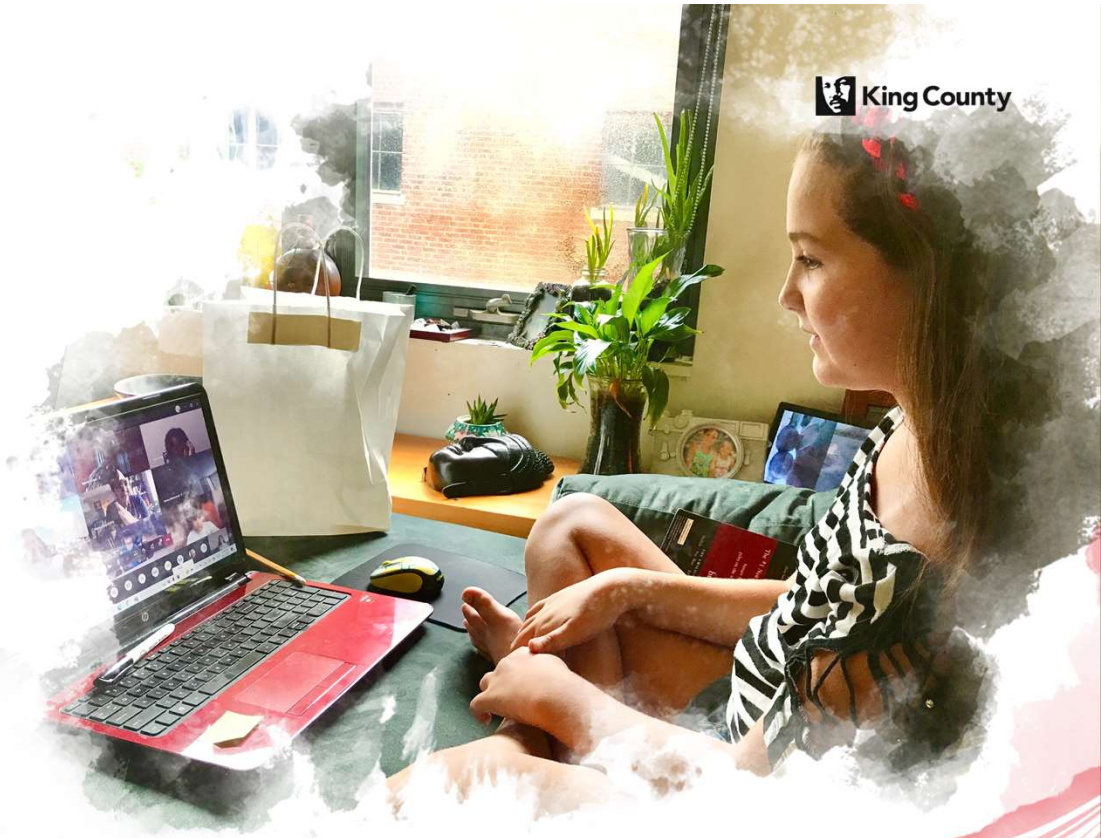
What Are Others Doing?

Harris County, TX

- $30M award – through Federal Communications Commission (FCC) Emergency Connectivity Fund (ECF)
- T-Mobile and Google are providing 15,000 Chromebooks and 40,000 hotspots
- Worked through the Library system to fund and provide the devices

Sacramento, CA – Unified School District

- Private wireless (5G/LTE) network
- Provided >90 Mbps down, 4.5 Mbps up
- 1200 students in pilot <$3/student/mo



What Are Others Doing?

Nonprofit EducationSuperHighway leverage FCC grants to deploy free WiFi networks in low-income apartment building

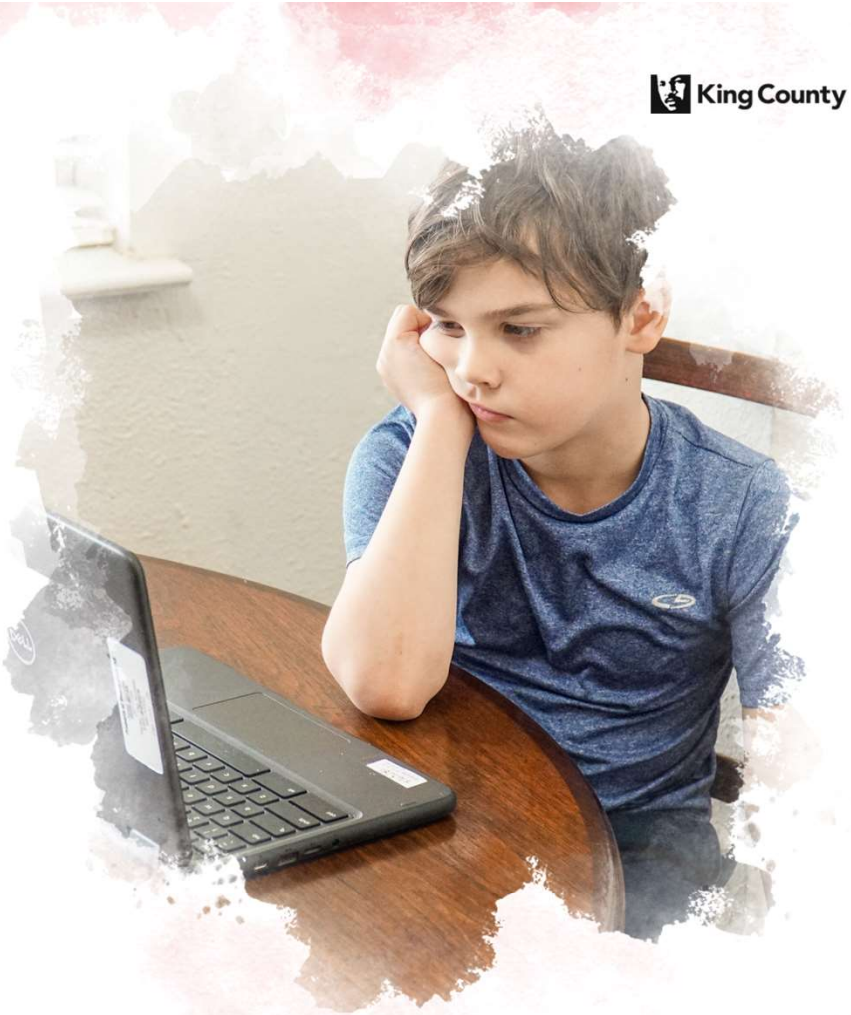
- Working in Oakland CA to deploy free WiFi in 127 buildings using city's WiFi network

Dallas County, TX and Dallas Independent School District

- Deploying Private LTE/5G
- 10 Mobile towers in schools to date, and recent approval of $18M to expand

Challenges and Roadblocks

- Cross Jurisdiction issues
  - County, City, Schools, non-profits etc.
  - Who will fund, own, maintain
- Funding and Budgets remain an issue, but resources are out there
  - FCC ECF has committed 4.7B to date. $2.5B remains budgeted



What's Next in this Space?

- Continued deployment of private LTE/5G networks over the shared spectrum space – most cost effective way to expand internet coverage
- Creating a Technology Pipeline
- E2W (Education to Workforce) initiatives
  - AWS Academy – Providing Higher Ed institutions with curriculum for tech focused jobs
  - ASU (Arizona State University) Smart City Cloud Innovation Center
  - AWS Skill Center – open to the public free technology training center

How does King County Prepare for the Future?

- Press forward on piloting various connectivity options including Private LTE/5G network
- Continue to press on Private organizations to partner through investments in the community
- If not in place, create a tactical team to aggressively seek grant dollars toward these efforts

Q&A

King County

CONNECTED DATA

DATA AS STRATEGIC ASSET AT KING COUNTY

Michael Mattmiller | Microsoft, Senior Director, State Government Affairs

Data Culture Transformation Success at King County

- Business Users from Public Health and DCHS can now view, report, and analyze HHS service usage to get more accurate measurements of service utilization across multiple programs and services.

HHS

- Data Science techniques are being applied to better understand and predict HHS service utilization.

HHS

- The TBIRD Data Hub increases customer satisfaction, secures federal funding, and provides a better platform for performing financial analysis

Mobility

- Exploring the use of realtime IoT Sensor data from electric bus to inform decision making

Mobility

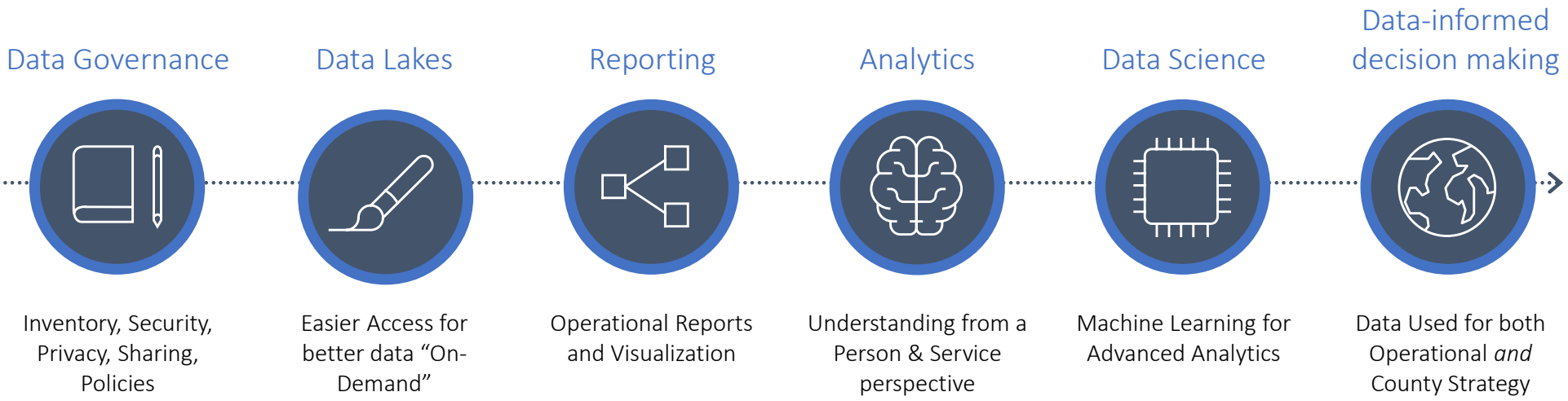
- Centralized Property Tax information provides central area for information and insight for Assessor, Treasurer

Efficient, Accountable Regional & Local Government

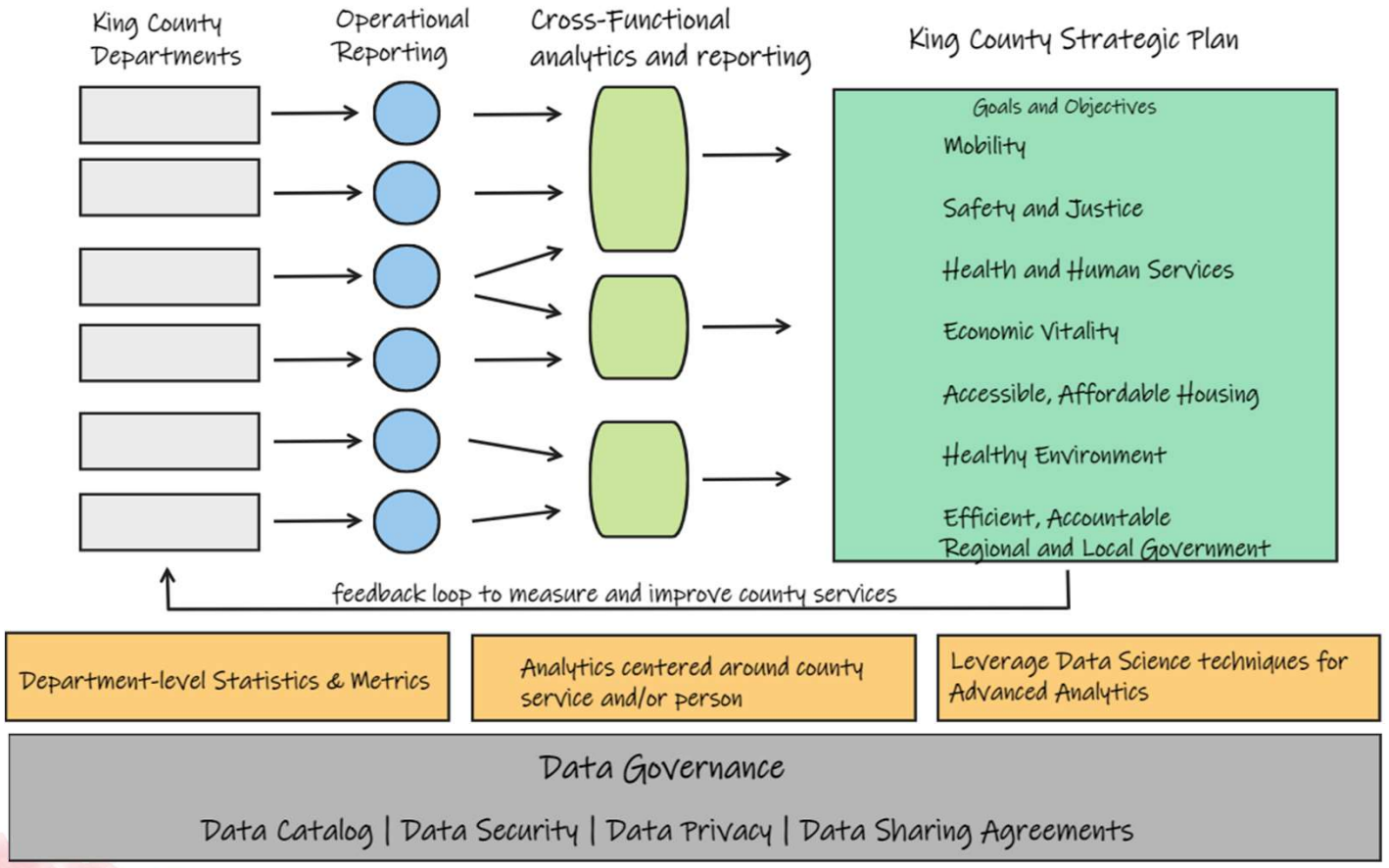
Safety and Justice

- Jail Management System Data Hub
- Prosecutor's Office Data Mart
- Office of Law Enforcement Oversight Data Hub

Established and Maturing Data Capabilities at King County



King County Data as a Strategic Asset - illustrated



Q&A

King County

CONNECTED GOVERNMENT

ONE PORTAL FOR WA STATE

Bill Kehoe | State of Washington, CIO

WaTech
Washington Technology Solutions
Washington's Consolidated Technology Services Agency

King County Strategic Advisory Council

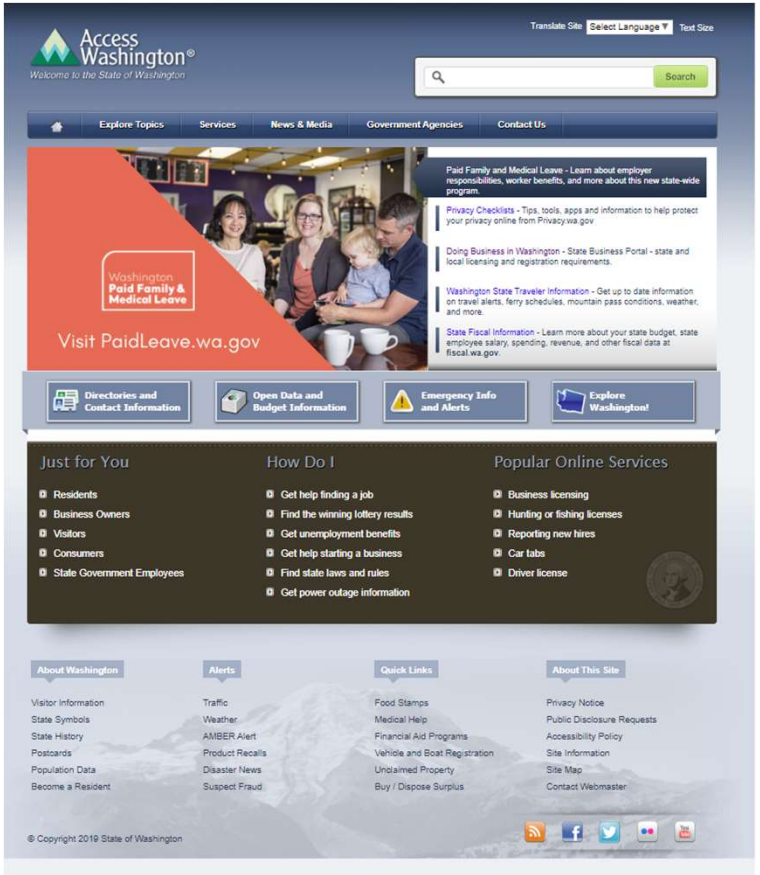
Re-Imagining How Residents Engage with State Government

Bill Kehoe, WaTech Director and State CIO

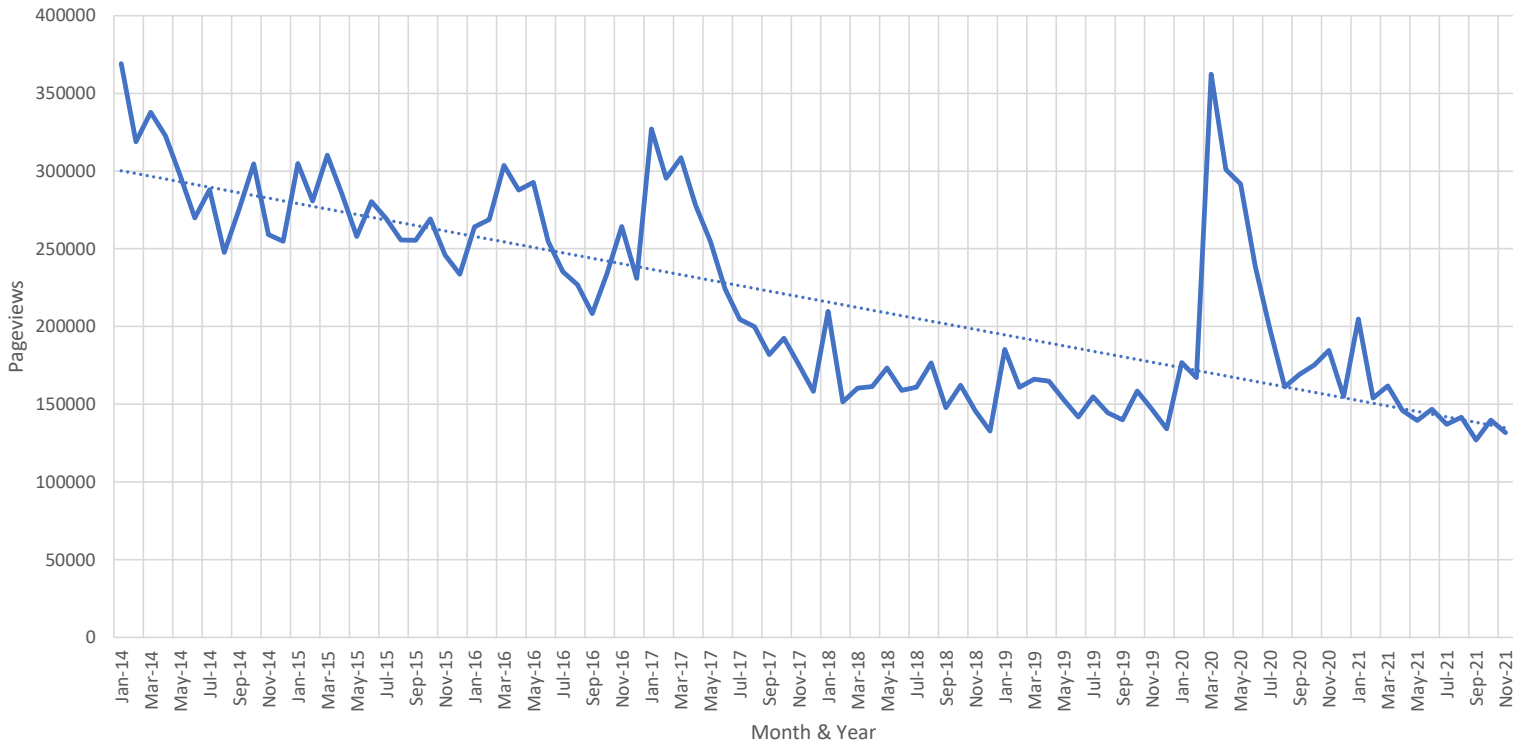
March 11, 2022

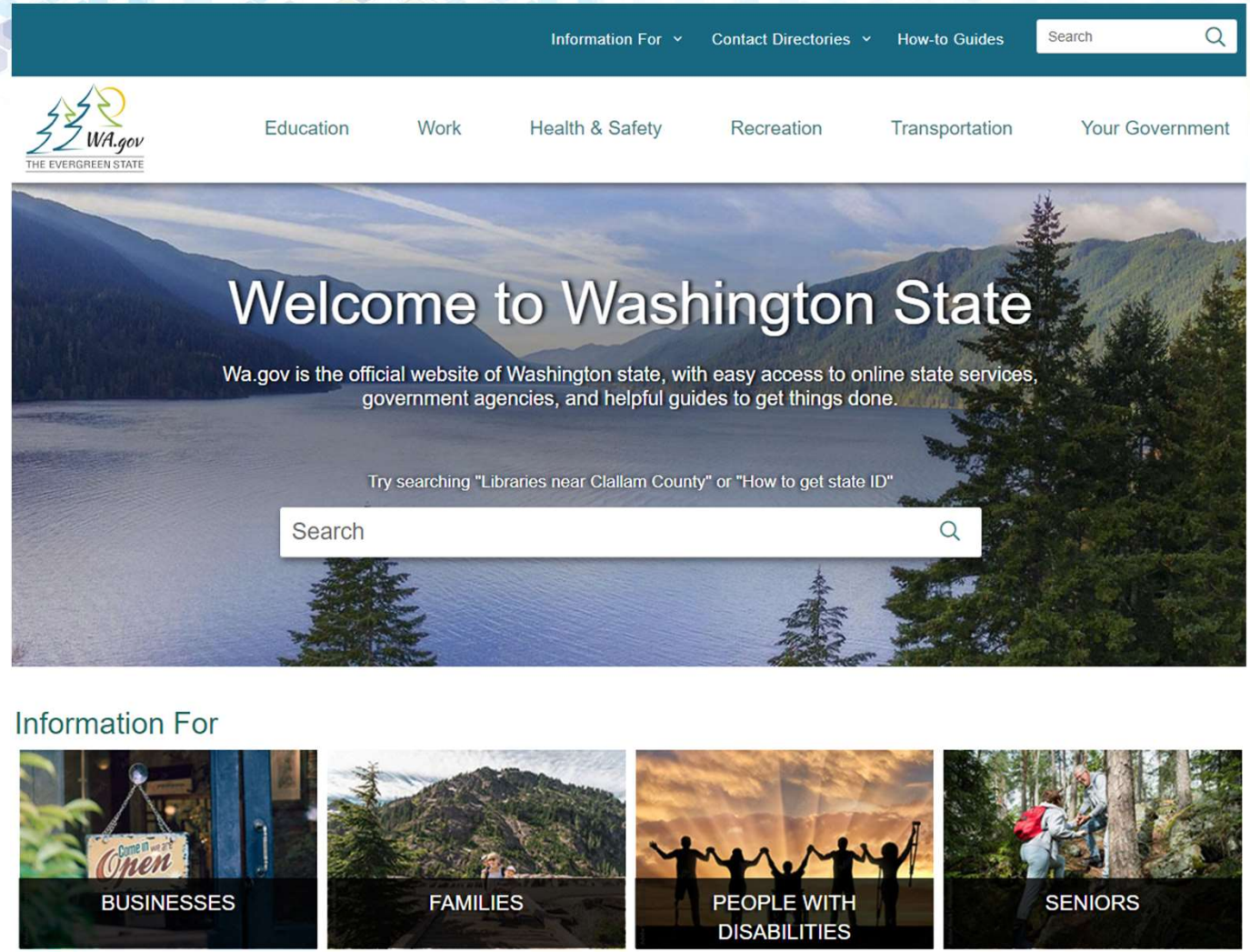
Current State – Access Washington

- Static website with links to services
- Outdated - last update in 2012
- Not responsive to resident needs
- Lack of ownership and support model



Access Washington Traffic Declining




Information For
Contact Directories
How-to Guides
Search
WA.gov
THE EVERGREEN STATE
Education
Work
Health & Safety
Recreation
Transportation
Your Government
Welcome to Washington State
Wa.gov is the official website of Washington state, with easy access to online state services, government agencies, and helpful guides to get things done.
Try searching "Libraries near Clallam County" or "How to get state ID"
Search
Information For
BUSINESSES
FAMILIES
PEOPLE WITH DISABILITIES
SENIORS

Vision – Integrated, Coordinated Customer Experience Across all Customer Channels

Business and Technology Strategic Alignment

Improving access to state services for all Washingtonians through the eyes of the customer

Ensuring state technology is designed to support customer needs

- Cloud platforms, Identity and Access Management, Integrated Data, Enterprise Technology Service Roadmaps, Security and Privacy, Legacy System Modernization

Creating an environment for employees and employers to thrive

Collaborating as an enterprise to implement “Blueprint for a Just & Equitable Future", the 10-Year Plan to Dismantle Poverty

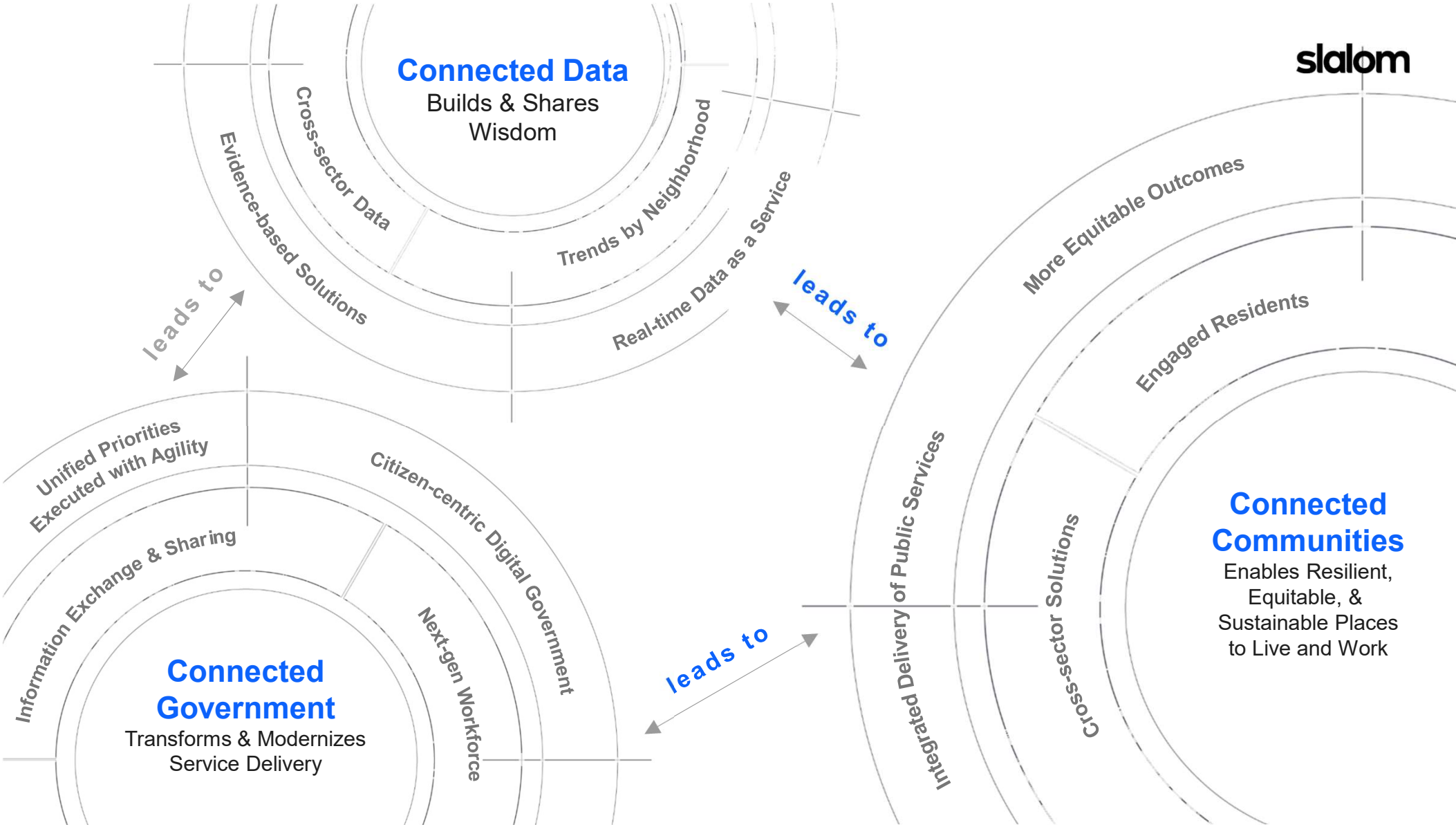
Thank You!

Q&A

CONNECTED COMMUNITIES

THE COUNTY'S POSITION

Gretchen Peri | Slalom, Senior Director


Connected Data
Builds & Shares Wisdom
Cross-sector Data
Evidence-based Solutions
Trends by Neighborhood
Real-time Data as a Service
leads to
leads to
Unified Priorities Executed with Agility
Information Exchange & Sharing
Citizen-centric Digital Government
Next-gen Workforce
Connected Government
Transforms & Modernizes Service Delivery
leads to
More Equitable Outcomes
Engaged Residents
Integrated Delivery of Public Services
Cross-sector Solutions
Connected Communities
Enables Resilient, Equitable, & Sustainable Places to Live and Work
slalom

slalom

Connected data requires us to mature our data capabilities, and grow a culture where data leads to wisdom.

Connected Data

Builds & Shares Wisdom

Evolution of Data Maturity

DATA → INFORMATION → KNOWLEDGE → WISDOM

Low to High Trust in Data

Disengaged to Engaged Communities

Inefficient to Efficient Processes & Operations

Improved Outcomes

Removing bias from justice and public safety systems

Reducing homelessness through systemwide, holistic care

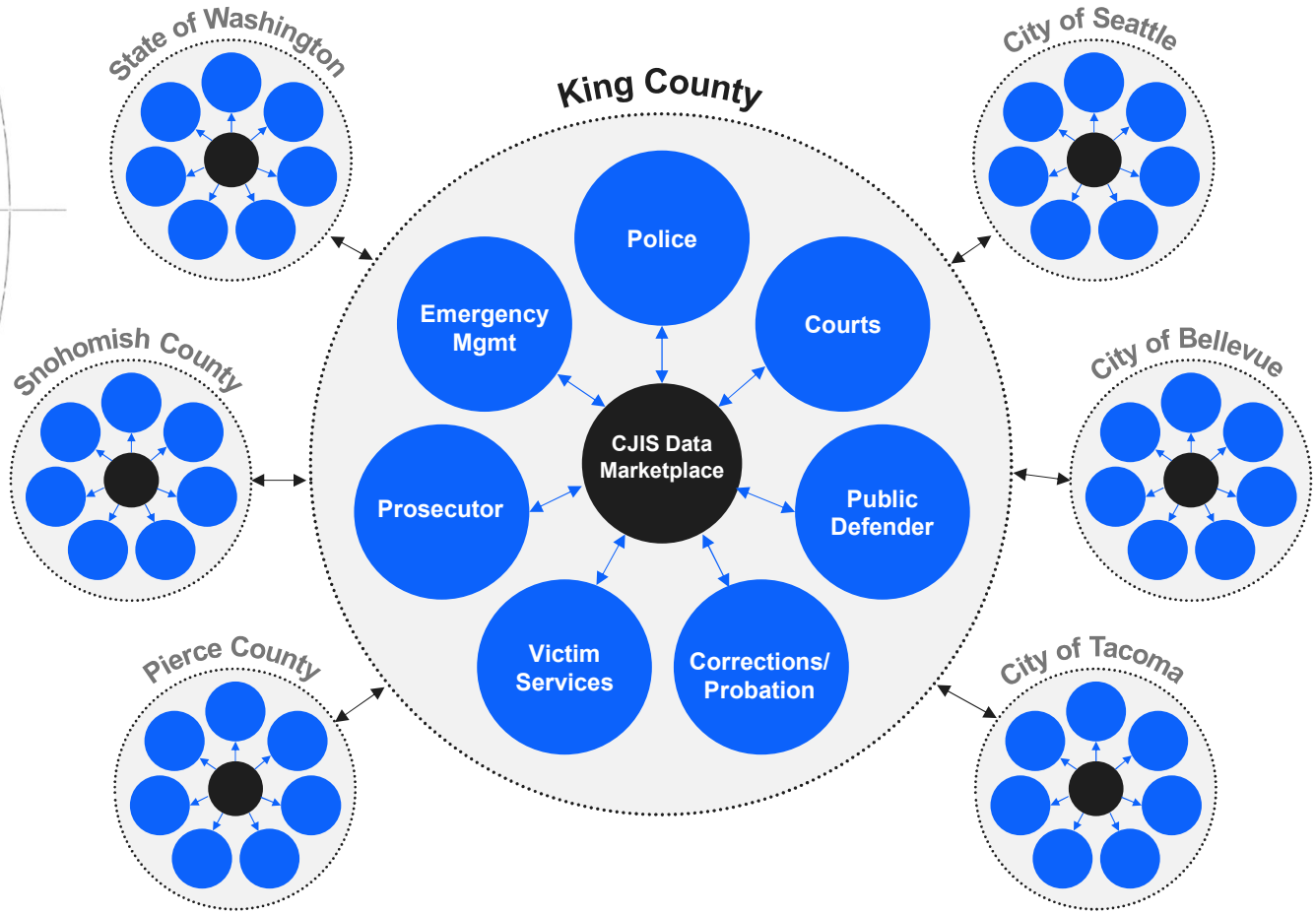
Addressing the community's current and evolving needs

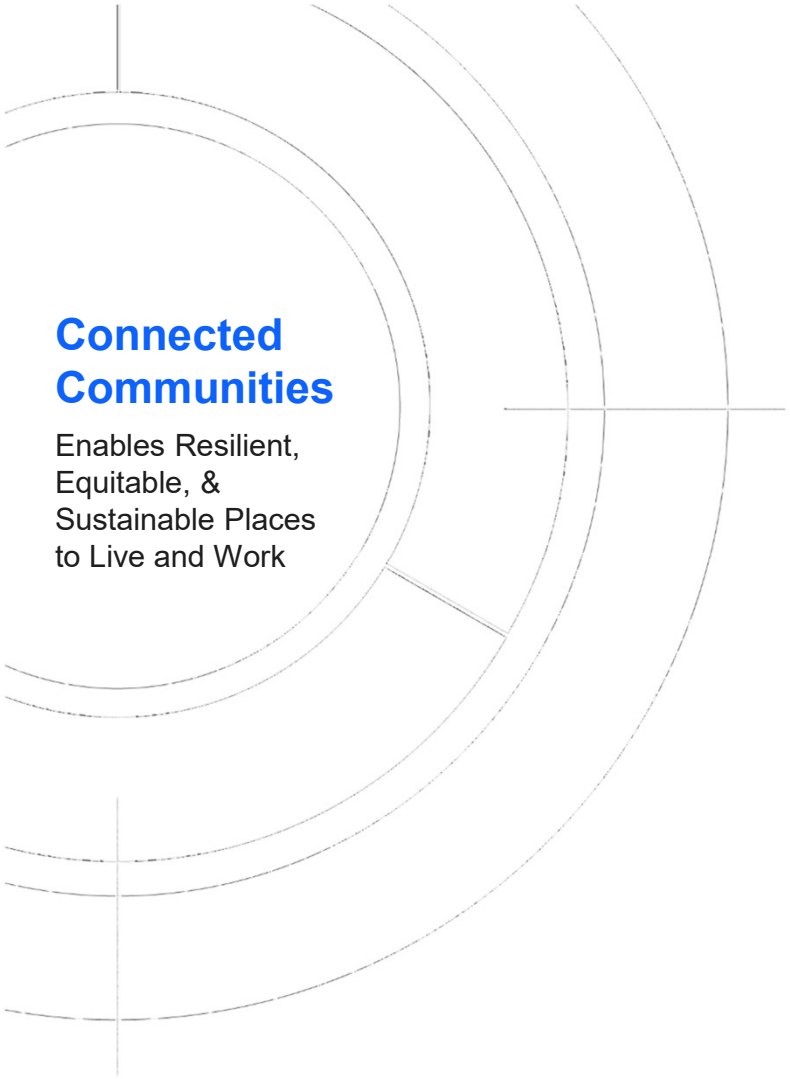
Connected Government

Transforms & Modernizes Service Delivery

Imagine an integrated justice system that delivers the right information to the right people at the right time… to achieve the right outcomes.

slalom





Connected Communities

Enables Resilient, Equitable, & Sustainable Places to Live and Work

‘Connected Community’ Examples

01 Creating police transparency and trust with data

The Oakland Police Department, which has been under federal oversight for 17 years, moved their data into a cloud “data hub” and built public-facing dashboards to transparently visualize police activity—stops, uses of force, and complaints—combined with early intervention data, thereby increasing citizens’ trust in policing.

» Link to Case Study and Agency Website

02 Growing the future workforce via cross-sector collaboration

Private, public, and nonprofit organizations came together to identify workforce gaps and build partnerships that address a regional talent supply shortage with local data centers, invest in workforce development programs, and promote inclusive economic growth and talent sources.

» Link to Case Study

03 Connecting families with services for life’s challenges

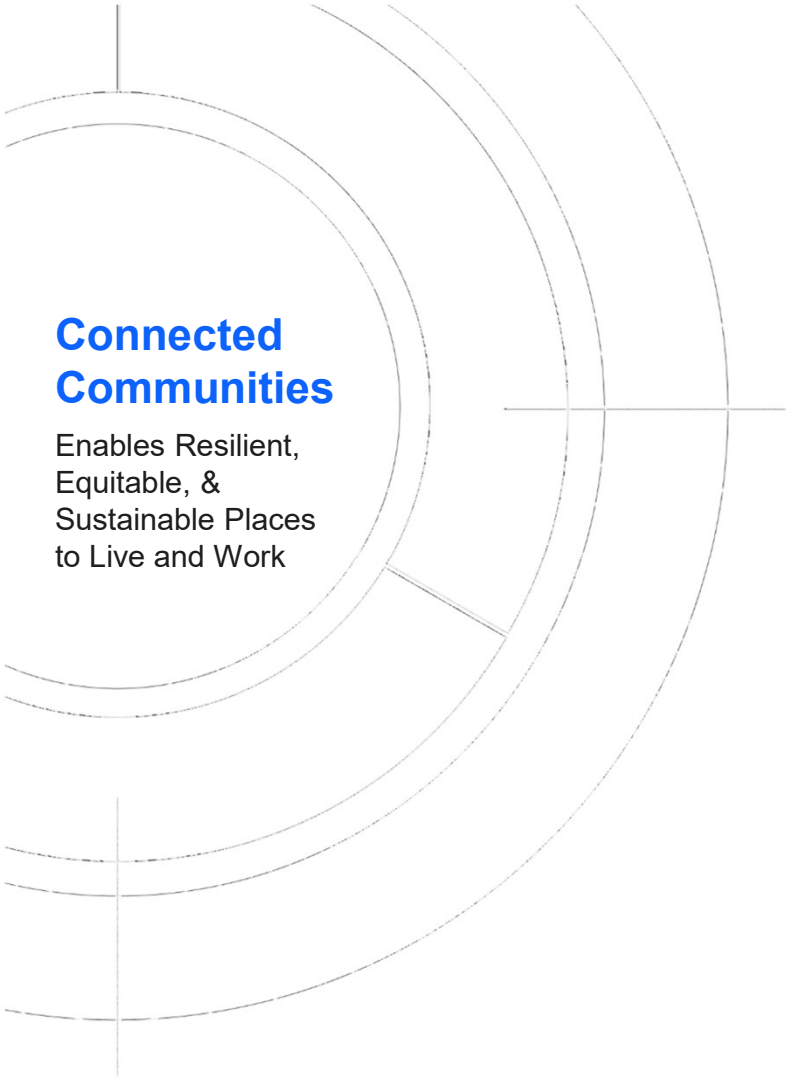
Implementing a new provider directory that connects families impacted by autism with services that help them endure life’s challenges. The platform helps case workers personalize service referrals based on specific customer needs and connects families 83% faster with critical services.

» Link to Case Study

04 Connecting data drives stronger neighborhoods

The University of Southern California (USC) Center for Social Innovation provides a platform that puts invaluable neighborhood-level data in the hands of Los Angeles community groups and policy makers and enables social justice efforts across the County.

» Link to Case Study and Agency Website



Connected Communities

Enables Resilient, Equitable, & Sustainable Places to Live and Work

Ways King County Can Create More Connected Communities

01

Ensure all King County communities have digital connectivity and residents can access digital services

02

Identify additional barriers to digital participation and leverage technology, where possible, to remove them

03

Strengthen the workforce of today through human capital investments that help attract and retain talent

04

Help build King County's future workforce locally, through strategic community partnerships

05

Assess current service delivery models based on success meeting the community's needs and adjust for greater impact

06

Continue leading the way with customer-centric, innovative solutions that connect data and government and lead to connected communities

Q&A

Open Mic SAC Members Discussion

Where else should the County focus
as we look to build our future together?

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FINAL REMARKS

Tanya Hannah

King County

Thank You!

SAC Virtual Social Hour to Follow

#KCSAC2022