



Strategic Advisory Council
March 17, 2017 - Meeting Minutes

Attendance:

SAC Internal Members	Organization	Present
Dow Constantine	County Executive - <i>Represented by Sr. Deputy Fred Jarrett</i>	X
Kathy Lambert	County Council	X
Jeanne Kohl-Welles	County Council	X
Laura Inveen	Superior Court	X
Donna Tucker	District Court	X
John A. Wilson	Assessor	X
Dan Satterberg	Prosecuting Attorney	X
John Urquhart	Sheriff's Office	X
Julie Wise	Elections	X
Bill Kehoe	County Information Technology	X
SAC External Members		
Stuart McKee	Microsoft Corporation	
Rebecca Wage	Socrata	X
Michael Mattmiller	City of Seattle	X
Michael Cockrill	State of Washington	X
Jason Weiss	Sound Transit	X
Clare Pedersen	Slalom	X
Trever Esko	Snohomish County	
Kevin Flick	NetApp	X
SAC Other Attendees		
Fred Jarrett	Senior Deputy County Executive	X
Rhonda Berry	Deputy County Executive	X
Sung Yang	Deputy County Executive	
Zlata Kauzlaric	County Information Technology	X
John Klein	County Information Technology	X
Gary Tripp	County Information Technology	X
Kieu Ton	County Information Technology	X
Nicole Maley	County Information Technology	X
Jamie Holter	County Information Technology	X
Tanya Hannah	County Information Technology	X

Welcome and Introductions **Deputy Executive Fred Jarrett** **10:00 AM**

Senior Deputy County Executive Fred Jarrett, chaired the meeting, welcomed the attendees, and introduced the new SAC members:

- Clare Pedersen – Managing Director, Slalom
- Rebecca Wage – Customer Success Manager, Socrata

The Deputy Executive thanked the new members for joining SAC to help guide the King County Strategic Technology direction. The chair welcomed Judge Inveen’s position on the council as the new presiding judge for Superior Court.

Senior Deputy County Executive Fred Jarrett also introduced the Executive Leadership Team Member Rhonda Berry.

SAC Members not in attendance:

- Trever Esko, one of our external members, was not available to attend due to illness.
- Stuart McKee from Microsoft – not attending today; Family vacation out of state.

King County Technology Awards for 2017 **Jarrett/Kehoe** **10:25 AM**

King County Technology Governance members (representatives in the Strategic Advisory Council, Business Management Council, Technology Management Board, and Project Review Board) nominated a number of projects and individuals to receive King County Technology Awards for 2017. They then voted to select a project and an individual to receive the awards for this year.

These technology awards signify the County’s success in moving technology forward and providing business value to our customers. They also emphasize the strong partnerships and collaboration between business and technology, essential for successful service delivery.

Senior Deputy Executive Fred Jarrett and Bill Kehoe recognized the nominees and presented awards to this year winners.



Strategic Advisory Council

March 17, 2017 - Meeting Minutes

Technology Achievement Award: The nominated projects have generated significant business value to King County and/or residents/region, as described below:

Project and Team	Delivered Value
King County Information Technology, Unified Communications	Smart conference rooms which include Skype systems, Microsoft Hubs with whiteboards which allows the right people to join the right meeting without driving to the physical location. It improves collaboration with whiteboards that are quickly shared. Cost savings from removing high-risk legacy analog telephony (PBX) infrastructure.
Parks Facility Scheduling System Replacement	This project has replaced the existing 10-year-old Parks facility scheduling, class registration, and Point of Sale and Accounts Receivable system. IT implemented a web-based system that, when used to its full capabilities, will enable the customer to access facilities online, book facilities and classes, view availabilities and pay online for rentals and classes.
King County Information Technology, Enhance Wireless Connectivity	Improved wireless experience for users in the County's downtown facilities including the Courthouse, increased the number of users and provided increased capabilities. Allows us to stay connected with our work groups. It makes our meetings more productive because we have access to our data, email, and calendar.
King County CRM (Constituent/Customer Relationship Management):	King County is making great progress on utilizing enterprise platforms for many different business needs. These platforms provide structure, standard development tools, and architecture and support methods for the technologists while offering a breadth of business solutions.
DPER Online Mechanical Permit	DPER implemented an online service for this permit type in early March 2016. It was hoped that the online permit volume would reach 50% by the end of the year. Actual online volume exceeded 80% within a month.
Solid Waste Division Transfer Station Point of Sale System (Paradigm) Upgrade	This project updated the current Solid Waste cashing system at ten transfer stations to accept payments from the public and businesses. It replaced both the software and hardware. That has improved system reliability and improved customer wait times.
Department of Public Defense (DPD), Move to Dexter Horton Building	For KCIT and DPD customer service and operational excellence. In spring of 2016 discussions began for a proposed move by the end of the year. DPD employee's equipment was moved on December 10 and 11 and employees equipment was operational when they began work on December 12. This was a big win for DPD and KCIT, increasing employees trust in the County's abilities to address their needs.
Department of Transportation, On Board Systems / Communications Center System (OBS/CCS):	Replaced a 20-year old mission-critical infrastructure that provides voice and data communications that are essential for delivering and managing transit service
KCIT Migration to Microsoft Office365	This pilot project successfully migrated email for all staff, over 11 hundred e-mail boxes and 1.5 terabytes of data, in King County Information Technology and the Superior Court from on-premises servers to Microsoft's Government cloud environment. This helps to lower and/or contain IT costs, enhance collaboration, and increase mobile access to information and data



Strategic Advisory Council

March 17, 2017 - Meeting Minutes

- ❖ **Parks Facility Scheduling System Replacement project** received the 2017 Technology Achievement Award
- ❖ **Fred Jarrett and Rhonda Berry invited project attendees for award reception and photo:** *Attendees: Leslie Arai – PM from KCIT, Doug Hodson – sponsor; Jennifer Lehman, Helen Volski- Steering Committee members, Gary Hocking – IT Service Deliver Manager for DNRP, Agency Leadership – Kevin Brown, Bob Burns*

Technology Champion Award: The nominated individuals have been recognized for their vision, leadership, support and efforts in advancing the County’s technology. They are:

Individual	Vision and Leadership
Othniel Palomino	For his committed leadership to deliver a new case management system to District Court and assist in the development a statewide data repository for all courts.
Dwight Dively	For his budget leadership and strong support for IT projects and overall IT strategy. Dwight is instrumental in promoting standardization, increased capacity, and efficiencies throughout the County government by use of technology.
Tanya Hannah	For her enthusiasm pushing new technology and how open she is to new ideas. She has improved the communication between my team [Dept. of Assessments IT] and KCIT to solve IT issues.
Molly Cherkin	Molly has gone above and beyond in her Business Analyst role to support Department of Public Defense. She has demonstrated leadership and vision for providing IT resources for our department. Molly facilitates DPD IT Advisory Board meetings, engaging both the attorneys and managers in decision making and engaging end users to identify issues with IT systems. She helped with Case Management System upgrade. She has worked with front line employees to identify issues that are "low hanging fruit" and packaged the information in a way that can be understood, discussed, and standardized solutions identified and implemented.
Dennis Fong	Dennis provides a high-level quality support to Department of Public Defense (DPD). A legal case management system is a critical foundation for a law firm - it provides data for management decision making and is the primary tool attorneys and their support staff use to serve their clients. Dennis took over the technical management of the system, worked with DPD staff to quickly come up to speed on how we use the system and our requirements, provided training for his staff, and is showing vision in dealing with structural system issues while balancing and addressing day to day operational needs. He is also leveraging his knowledge and experience with other criminal justice systems to make excellent long term decisions for our systems.

Othniel Palomino received the 2017 Technology Champion Award *For his committed leadership to deliver a new case management system to District Court and assist in the development a statewide data repository for all courts.*

- ❖ **Fred Jarrett and Rhonda Berry invited Othniel and Judge Tucker for award reception and photo.**

1. Recap of March 2016 Meeting

Zlata Kauzlaric

10:41 AM

Zlata Kauzlaric, introduced the major discussion topics:

Progress on our Strategic Technology Plan:

At March 2016, we endorsed a progress report on our strategic technology plan for the period 2016-2018. We made great progress as planned in all areas: Service Maturity; e-Gov; Mobility; Modernization of Infrastructure; and Applications.

Strategic Technology Plan is fully aligned with King County Strategic Plan.

Zlata: discussed business goals that drive IT strategy.

- **Civic Engagement**
Leverage IT as a channel to increase the opportunities, conveniences and audience engaging with King County Government.
- **Data Driven**
Better utilize data to understand the current situation, analyze opportunities, measure results, and make initial and corrective decisions
- **Effective Digital Systems**
Increase the value to customers by providing high quality digital systems that better meet their needs using standard components & 'continuous improvement' processes
- **IT Mobility**
Free citizens and employees to interact and transact business when and where most appropriate and convenient
- **Workforce Empowerment**
Employees effectively using IT tools to continuously improve their business processes

Prioritized Investment Criteria

- Stakeholders Engagement
- Collaborative Decision Making
- Transparency

Bill: Introduced Tanya Hannah, Deputy Chief Information Officer. Bill Kehoe briefly spoke to Tanya's biography and professional background.

Tanya focused her discussion on the relevance of looking at King County's as well as KCIT's Strategic Goals through a customer service perspective.

2. Effective Digital Systems Strategy

Bill Kehoe

10:35 AM

King County Information Chief Information Officer Bill Kehoe spoke on Effective Digital Systems and a strategy to upgrade and introduce new technology platforms to better engage with customers and residents.

2016-18 Strategic Technology Plan:

- **Current Application Issues**
 - High number of applications 1051

- 62% of which are outdated and non-standardized
- Expensive and difficult to maintain
- High percentage of KCIT operating budget to application portfolio support

- **SAC Authorized Application Portfolio in 2015**

- **Our strategy includes**
 - Reusable IT Solutions that quickly respond to changing business needs
 - Innovative & Mobile customer services
 - Data sharing within the county and with residents and partners
 - Opportunity for smaller IT spend

- **Services at Residents' Fingertips**
 - Food Safety Rating
 - King County Sheriff (CrimeReports.com)
 - Solid Waste Transfer Station
 - Transit Schedules, On-Board Cameras, Mobile Ticking Pilot

SAC Action: Recommend that Executive Branch Departments and Separately Elect Agencies develop a roadmap for each of their applications based on business needs utilizing application portfolio management best practices in partnership with KCIT to complete the work.

3. Data Service Strategy

Bill Kehoe

11:00 AM

Videos showing (3) agency leaders played where the importance of data plays a significant role in the effectiveness of their agencies (Transit, Community and Health Services, King County Jail).

Bill Talked about our data strategies and tools used creating an effect strategy.

- Staffing & Tools
- Partnership with Business
- Roadmaps

Funded Projects in 2017-2018

- Integrated Health Data – DCHS and Public Health
- Integrated Transit Data
- Jail System Management Replacement

SAC Action: Recommend that Executive Branch Departments and Separately Elect Agencies develop strategies within the 2017 established Technology Management Board and Business Management Council governance meetings to use their agency data more efficiently to assist internal staff in operational and strategic decision making, and residents that need the data to make more informed decisions.

Adjourn

Fred Jarett

12:00 PM