King County

STRATEGIC ADVISORY COUNCIL

#KCSAC2019

Let’s get started

INTRODUCTIONS

CASEY SIXKILLER

KING COUNTY
CHIEF OPERATING OFFICER

SAC Members

KING COUNTY

DOW CONSTANTINE

KING COUNTY
EXECUTIVE SAC CHAIR

TANYA HANNAH

KING COUNTY
CHIEF INFORMATION OFFICER

KATHY LAMBERT

KING COUNTY
COUNCILMEMBER

TBD

KING COUNTY
COUNCILMEMBER

SAC Members

KING COUNTY

MITZI JOHANKNECHT
KING COUNTY SHERIFF

JIM ROGERS
KING COUNTY SUPERIOR COURT
PRESIDING JUDGE

DAN SATTERBERG
KING COUNTY
PROSECUTING ATTORNEY

DONNA TUCKER
KING COUNTY DISTRICT COURT
PRESIDING JUDGE

JOHN A. WILSON
KING COUNTY ASSESSOR

JULIE WISE
DIRECTOR, ELECTIONS

SAC Members

PRIVATE & PUBLIC SECTOR

SAAD BASHIR
CITY OF SEATTLE
CTO

CLARE PEDERSEN
SLALOM
FORMER MANAGING DIRECTOR

JAMES WEAVER
STATE OF WASHINGTON
CIO

VIGGO FORDE
SNOHOMISH COUNTY
CIO

MICHAEL MATTMILLER
MICROSOFT
DIRECTOR OF GOVERNMENT AFFAIRS

MARK RONALDSON
AMAZON WEB SERVICES
SENIOR SALES MANAGER

JASON WEISS
SOUND TRANSIT
CIO

OPENING REMARKS

CASEY SIXKILLER

KING COUNTY
CHIEF OPERATING OFFICER

MAKING KING COUNTY A WELCOMING COMMUNITY WHERE EVERY PERSON CAN THRIVE

Today's

AGENDA

1:00 **Welcome & Introductions**

1:05 **Opening Remarks**

1:20 **Recap April 2019 Meeting**

1:25 **Strategic Technology Plan 2020–2023**

2:45 **Final Comments**

3:00 **SAC Photo and Social**

Let’s recap

APRIL 2019 SAC MEETING

ZLATA KAUZLARIC

KING COUNTY
IT GOVERNANCE MANAGER

WE HAVE A STRONG FOUNDATION

Cloud

Mobile

Data

Social

MOVING FROM

FOUNDATIONAL

TO

TRANSFORMATIONAL

Connected Communities | Connected Data | Connected Government

SAC ADVISORY INPUT
KEY TAKEAWAYS

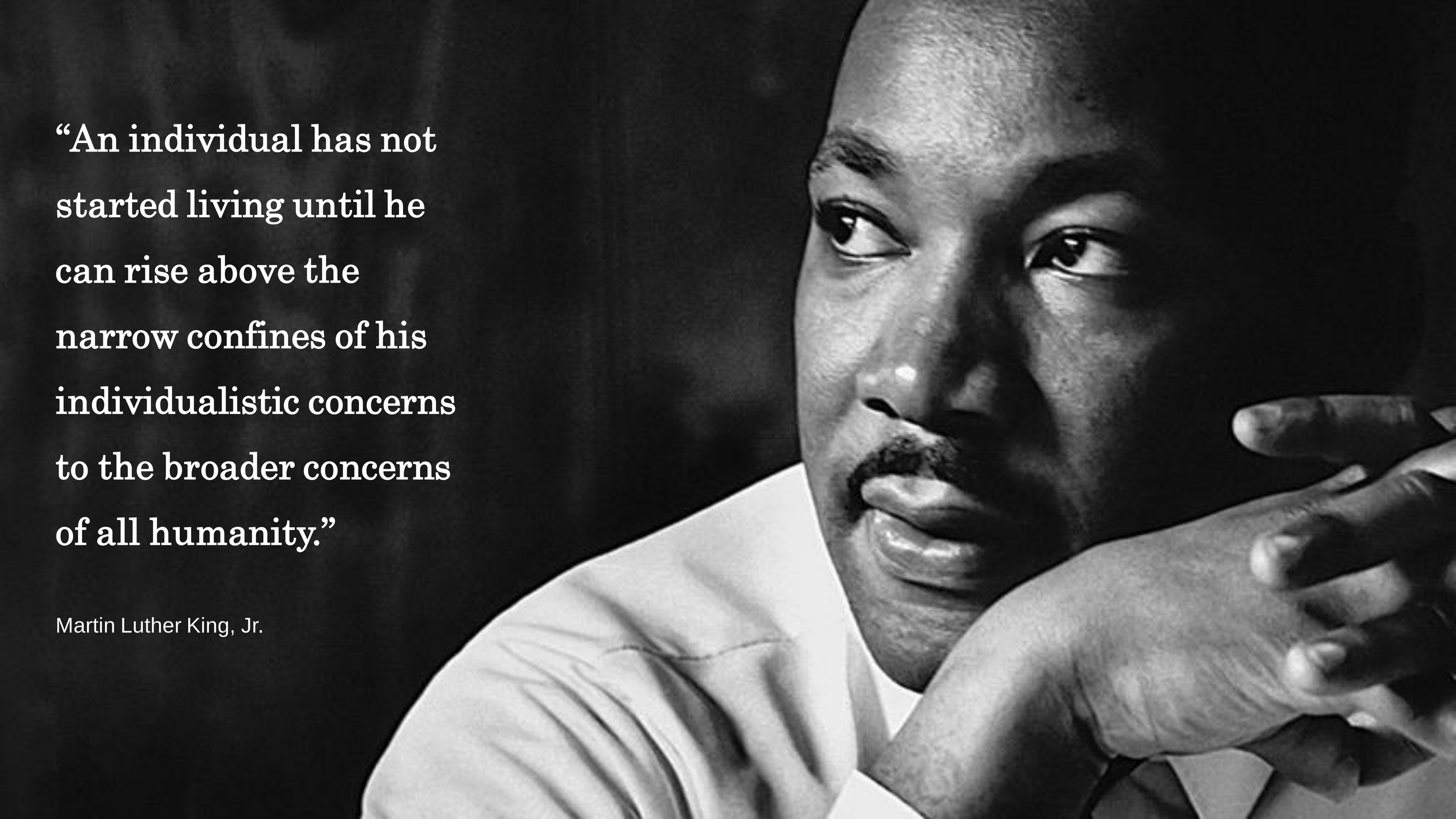
Service Improvements • Data • Equity and Social Justice

Engagement • Organization • Regulations • Innovation

STRATEGIC TECH PLAN 2020-2023

TANYA HANNAH

KING COUNTY CIO


“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.”
Martin Luther King, Jr.

ENHANCED LOCAL SERVICES

MOBILITY

HEALTHY HABITATS

HOMELESSNESS

HEALTHY PEOPLE

WE LISTENED

Business Management Council

Technology Management Board

Strategic Advisory Council

Agency and Department Staff

KCIT Staff

Other Governments

Industry Experts and Business Partners

Members of the Community

BUSINESS GOALS DRIVE TECH STRATEGY

King County Strategic Goals

Other factors we considered in determining Tech strategic objectives:

- Needed Departmental & Agency capabilities, obstacles, and opportunities
- Completion of last strategic information technology plan
- Tech industry direction and opportunities
- Objectives where Tech can add most value across the enterprise
- Community expectations from their government

KING COUNTY RECENTLY NAMED
TO FORBES MAGAZINE'S LIST OF
"AMERICA'S BEST-IN STATE EMPLOYERS"

WHY?

2.2 M

Current population

15.6%

Growth since 2010

22.1%

Foreign born

94%

Households with computer

50.3%

Bachelors degree or higher

10

Fortune 500 companies headquartered in King County

9.3%

Persons living in poverty

CONNECTED
COMMUNITIES

CONNECTED
DATA

CONNECTED
GOVERNMENT

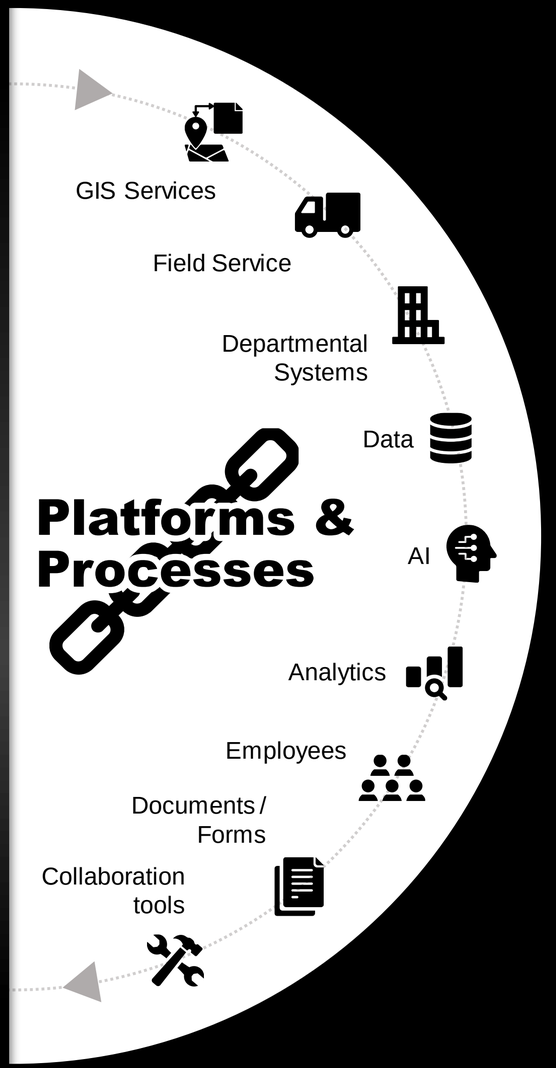
KING COUNTY CONNECT MARKETPLACE

Assistance

Customer Centric Framework

King County Services

Service Catalog	Knowledge / Content	Picture / Video / File Attachments
Intelligent Routing	Customer Preferences	Reporting / Analytics
Communication Templates	Scheduling	Workflow / Business Process
Service Level Agreements	AI / ML / AR / VR	Surveys / VOC



Security • Identity • Integration • Accessibility • Extensibility • Multi-Language • Collaboration

CONNECTED COMMUNITIES

Providing the communities in King County the means to connect how, when, and where they want, with each other and their government.

IN GOD WE TRUST

KING COUNTY CONNECT MARKETPLACE

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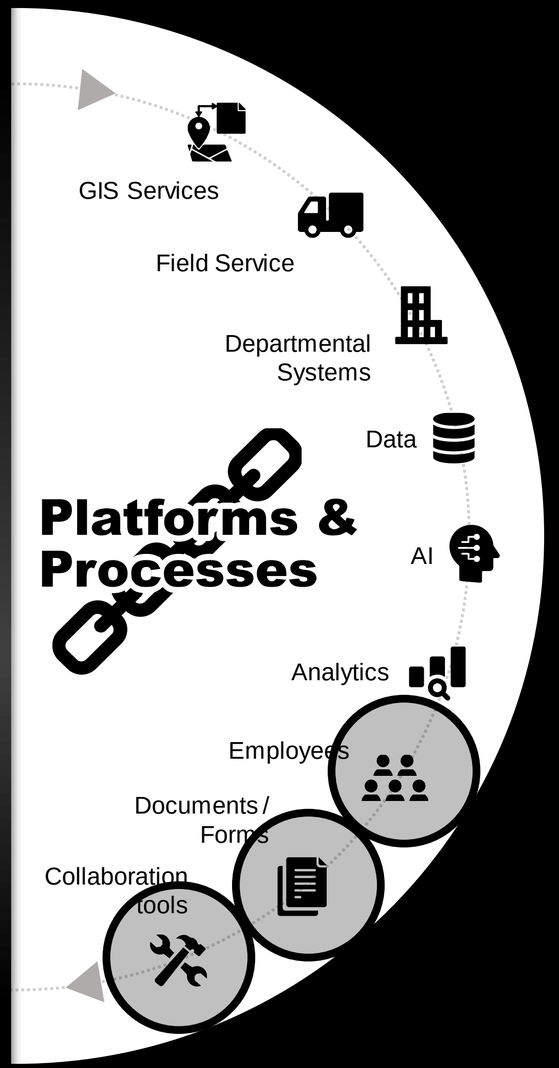
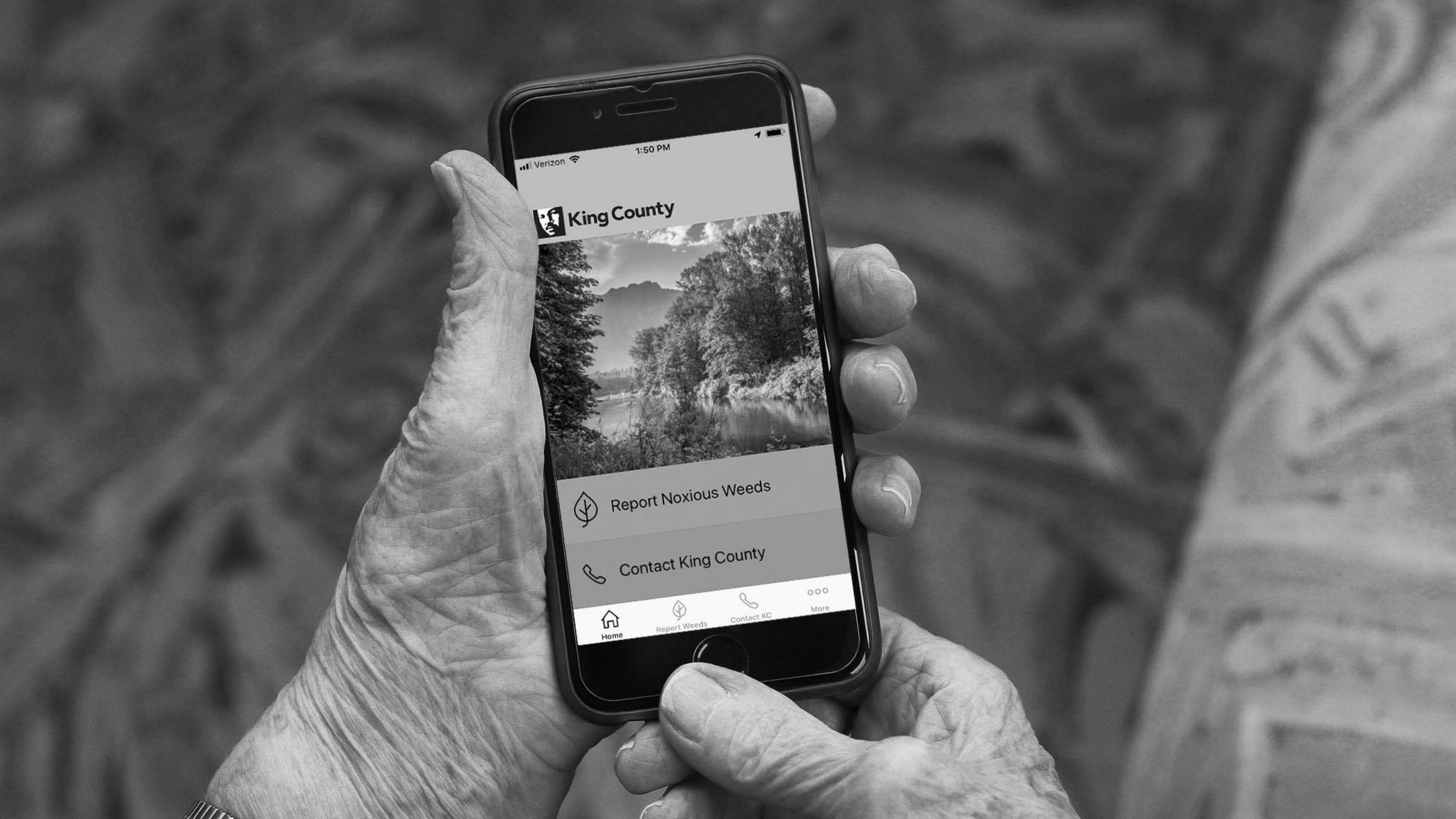


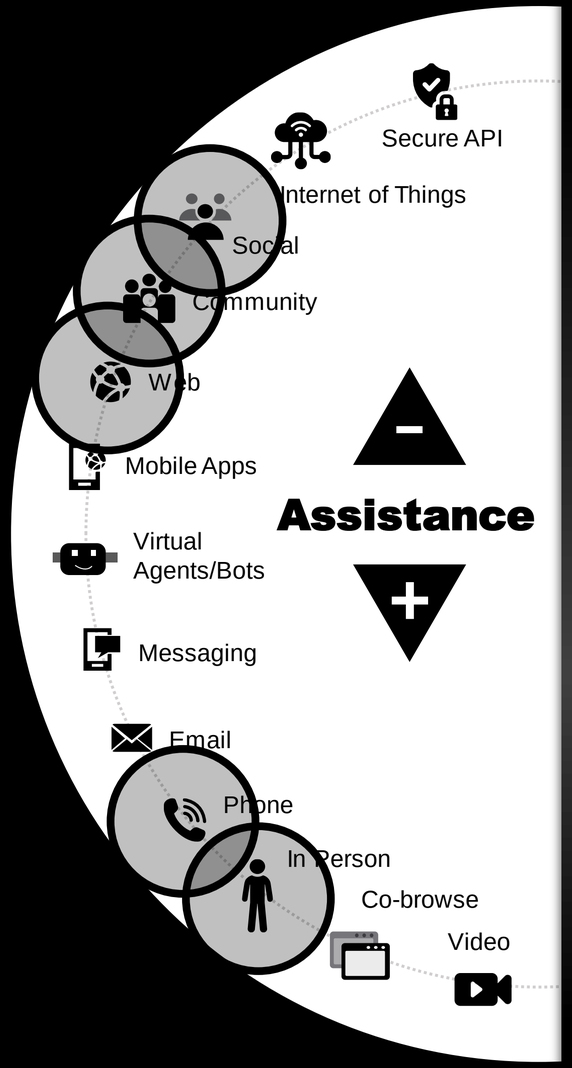
Courts Video Conferencing

CONNECTED
DATA

Open and transparent access to county information and data that provide meaningful insights and improve peoples' lives.


Verizon
1:50 PM
King County
Report Noxious Weeds
Contact King County
Home
Report Weeds
Contact KC
More

KING COUNTY
CONNECT MARKETPLACE



Assistance

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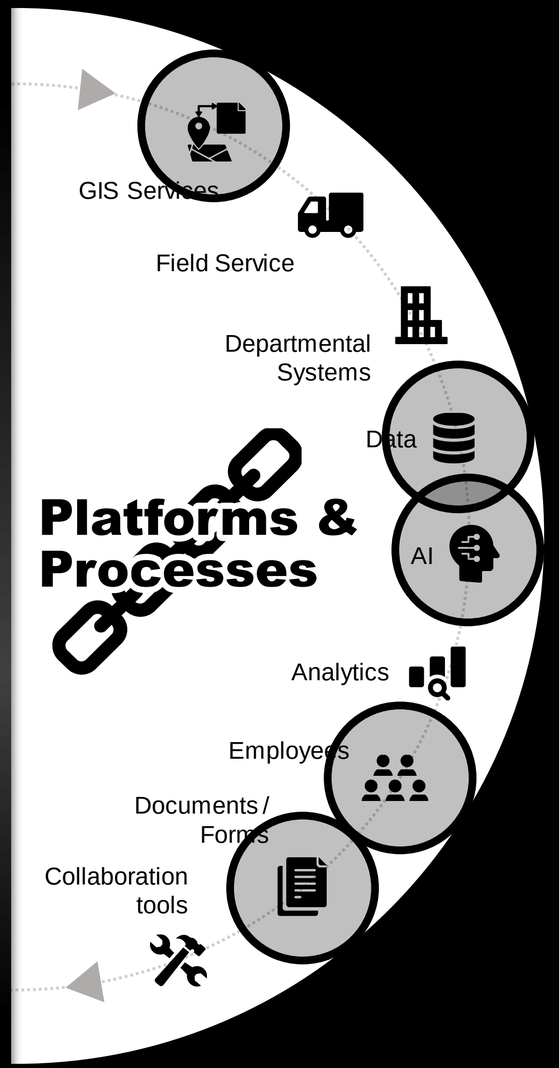
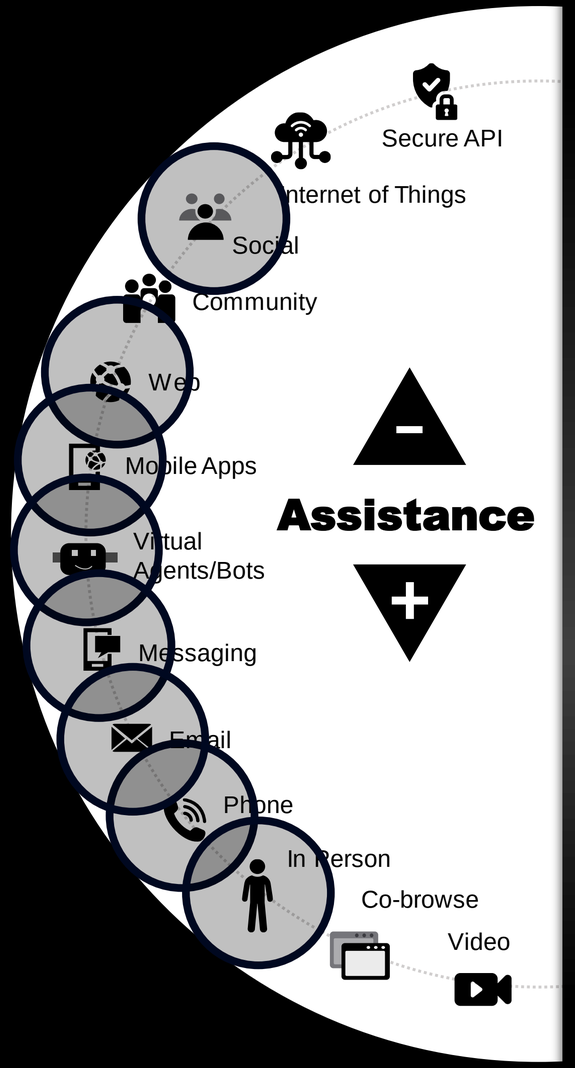


Senior Services

CONNECTED
GOVERNMENT

Access to government services regardless of how or who delivers the services. Support inter-governmental service delivery that is transparent.

KING COUNTY CONNECT MARKETPLACE



Customer Centric Framework

King County Services

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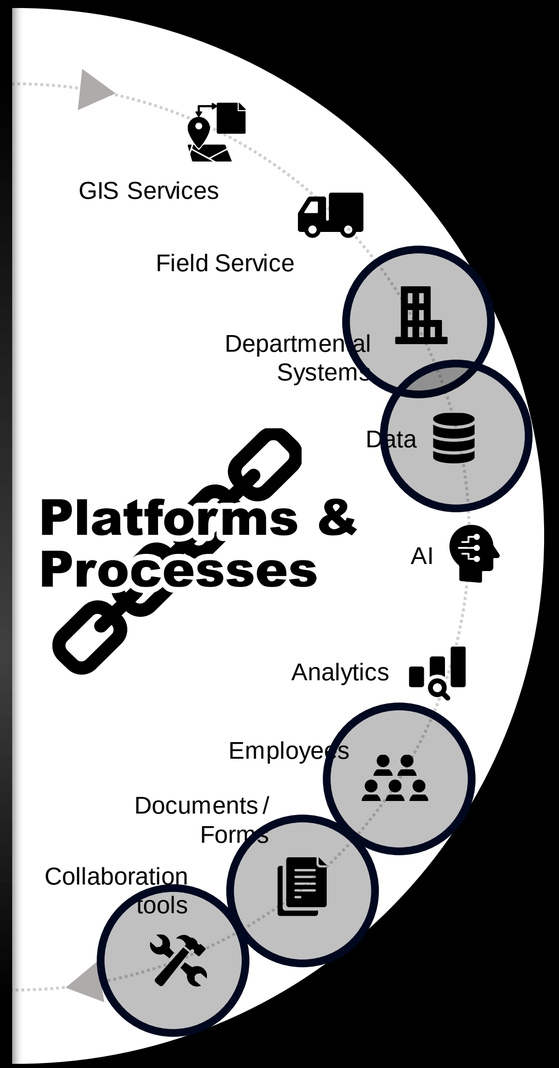


New Employee Onboarding

SAC Members

DISCUSSION

QUESTIONS

CAN WE CLARIFY?

FEEDBACK

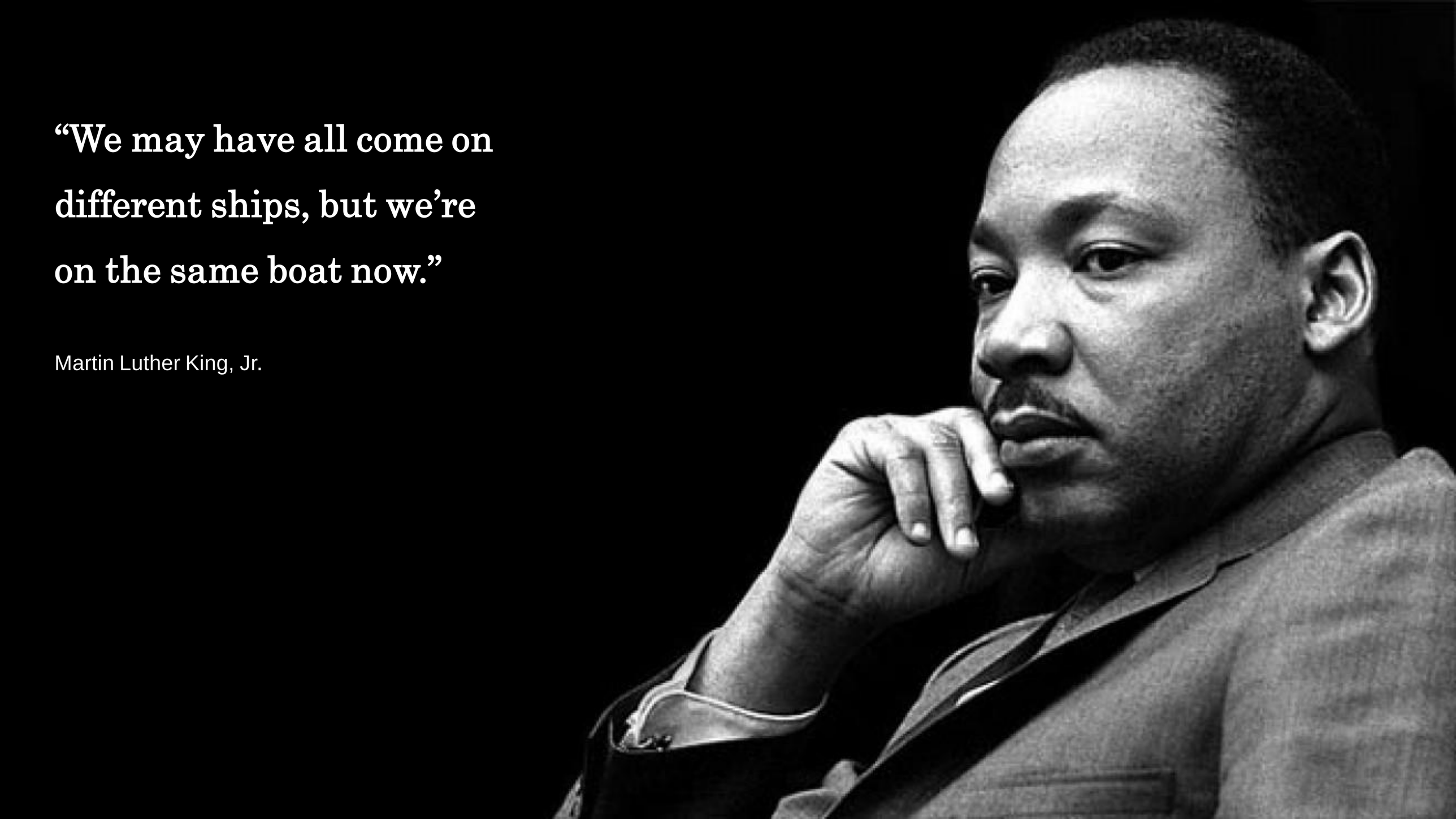
IS THIS A SOUND STRATEGY FOR THE COUNTY'S IT?

ADVICE

WHAT TO FOCUS ON AS WE FINALIZE THE DRAFT PLAN?

“We may have all come on different ships, but we’re on the same boat now.”

Martin Luther King, Jr.



PROPOSED OBJECTIVES TO TRANSFORM COUNTY SERVICES

OBJECTIVE	OUTCOME
Connected Communities	Members of the community connect with their government and conduct their business from where they are either in person or online.
Connected Data	Members of the community trust that the data the County has in its custody provides secure, timely, convenient, and accurate access to government services and information.
Connected Government	Members of the community use a government marketplace, which provides quick and transparent access to services regardless of which local or state government provides the service or information.

VOTE OF
ENDORSEMENT

GOING FORWARD

1

ACTION ITEMS FROM TODAY’S MEETING

2

RECOMMENDATIONS FOR FUTURE SAC MEETING TOPICS

THANK YOU

SAC GROUP PHOTO AND SOCIAL HOUR TO FOLLOW

King County

#KCSAC2019