















the 13<sup>th</sup> largest County in the United States with 2.1 million residents, residing in a significant technology capital, must communicate and transact government services in an environment driven by the customer experiences and expectations often found in the private sector.

Community engagement, electronic commerce and mobility, combined with a need for real-time data to make informed policy and service delivery decisions, presents fundamental information technology opportunities: the mitigation of risk and the opportunity for improvement. KCIT's response to these opportunities are embodied in this **Information Technology Business Plan**. This plan builds on the technology foundation that has enabled KCIT to respond to the challenges of the past eight years, and it establishes the direction for digitally transforming King County's service delivery.

**The direction includes:**

- An integrated delivery framework that leverages current and future capital investments.
- A seamless customer experience that offers multiple channels to interact and engage with government and local leaders.
- Using lifecycle management throughout the system development process.
- Reliance upon industry standards for hardware, software and data repositories.
- A cybersecurity framework that protects information from unauthorized access.
- A digital equity lens that considers all customers when technology is deployed.
- Information dissemination policies that promote the exchange of data at the lowest possible cost.

KCIT has established a four-year planning horizon for 2019 – 2022. This horizon will support Executive Dow Constantine's priorities for best-run government, equity and social justice, climate change and regional mobility. Technology plays a critical role in driving these priorities forward.

**The technology initiatives embrace the following principles:**

- **FASTER IT and BETTER RESULTS:** Accelerating and ensuring successful implementation of complex technology projects on which our customers are dependent.
- **DATA ANALYTICS:** Creating a modern predictive analytics service for customers, so the executive departments and Separately-Elected Agencies can better understand the impact of decisions, answer complex questions on resources and improve outcomes.
- **COMMUNITY ENGAGEMENT:** Creating seamless interactive customer experiences to make it easier to interact or and transact with government.

These principles are an integral part of Strategic Information Technology Plan. To be successful, any organization must continuously change and adapt to the needs and wants of their customers. By understanding our customers, KCIT will create opportunities and deliver outstanding outcomes in the next biennium.

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<sup>1</sup> A full report can be available upon request.