

BUSINESS SOLUTIONS

Overview

Business Solutions works with customers to implement, manage, and measure successful technology solutions.

Value

We help customers understand how technology can solve their problems in new ways, and align our solution with your strategic direction. Business Solutions can do this by employing custom applications, system integration, data management, and quality assurance practices to meet your goals and engage constituents. Together, we are moving King County to a more mobile and modern environment that allows residents and customers to access services no matter where they are or what device they prefer.

Service Details

Application development and modernization

- Custom web and mobile applications
- Enhanced vendor products (like SharePoint) by integrating with custom add-ons

- Support and maintain active applications, performing software upgrades to keep systems current
- Lifecycle management ensures applications are maintained over time

System integration

- Data sharing between applications (vendor and custom-built)
- Tools for scheduling and monitoring data transfer processes
- Integrate Software as a Service (SaaS) and cloud solutions with current systems

Data management and business intelligence

- Design data warehouses for analytics and visualization tools
- Data quality, security, and governance
- Configure and support selected business intelligence tools

Managed software services

- Constituent Relationship Management (CRM)
- Electronic Document Management System (EDMS)
- SharePoint
- Software infrastructure for countywide business solutions (e-finance payment engine)

"We have an excellent IT department that is knowledgeable about the latest advances in information and technology. This knowledge is critical to stay ahead of new ideas and new security concerns. KCIT provides creative and innovative solutions that enable King County to continuously strive to be the best."

— Kathy Lambert, King County Councilmember

RATE

- Business Solutions Service: varies based on application (annual)
- CRM base cost: \$3,300 per year plus licenses
- Basic license (data entry): \$200 per user per year
- Regular license (reporting): \$400 per user per year
- Ad hoc analyst: \$145 per hour

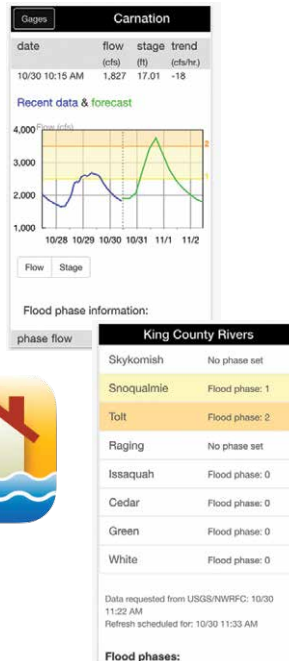


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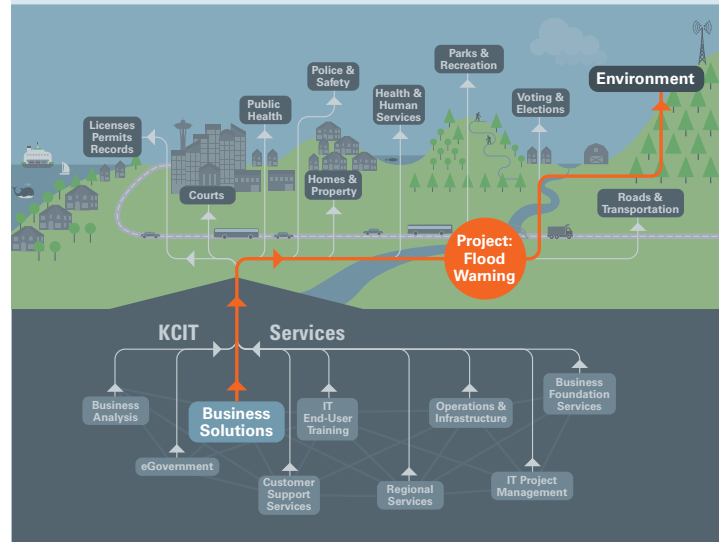


Flood Alerts notify residents of imminent flooding on major rivers.



Project Profile: Flood Warning and Alert System

The Flood Warning System integrates river level and forecast data to warn residents and agencies of impending floodwaters, allowing them to take action and prepare. King County Flood Alerts allow residents, first responders, and others to receive emergency alerts by email, text or voice message, and via mobile application. Data on the mobile app is presented by river and flood phase, so users can find the river information and flood severity that is most important to them.



Flood Alert notifies of imminent flooding on major rivers

3
mobile
application
platforms

8
county
rivers
monitored

17
rain
gages
reported

4
alert/
notification
channels

5,000
mobile application
downloads

100,000
mobile data
views