King County

STRATEGIC ADVISORY COUNCIL

#KCSAC2018

Let’s get started

INTRODUCTIONS

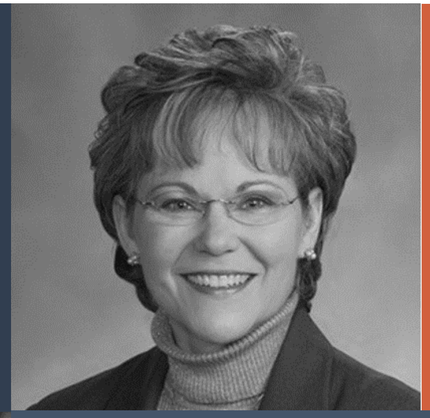
SAC ATTENDEES

SAC MEMBERS & EXECUTIVE LEADERSHIP

King County

Dow Constantine

SAC CHAIR,
KING COUNTY EXECUTIVE



Kathy Lambert

KING COUNTY COUNCIL

Tanya Hannah

KING COUNTY INTERIM CHIEF INFORMATION OFFICER

TBD

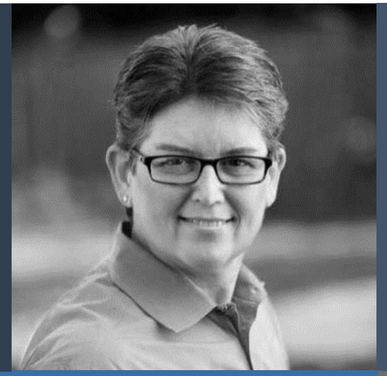
KING COUNTY COUNCIL

SAC MEMBERS & EXECUTIVE LEADERSHIP

King County

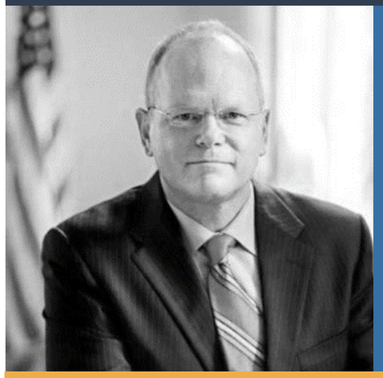
Mitzi Johanknecht

KING COUTY
SHERIFF



Jim Rogers

KING COUNTY SUPERIOR COURT
ASSISTANT PRESIDING JUDGE



Dan Satterberg

KING COUNTY
PROSECUTING ATTORNEY

Donna Tucker

KING COUNTY DISTRICT COURT
PRESIDING JUDGE

John A Wilson

KING COUNTY ASSESOR

Julie Wise

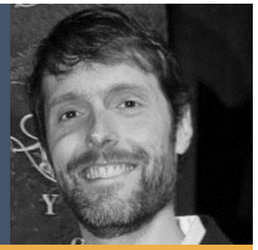
DIRECTOR, ELECTIONS

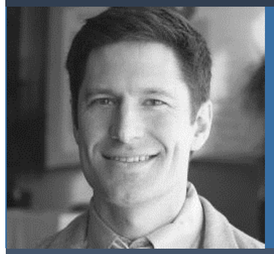
SAC MEMBERS & EXECUTIVE LEADERSHIP

Industry & Government

Jason Weiss

CIO
SOUND TRANSIT



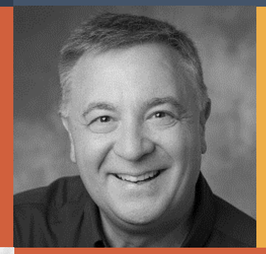


Michael Mattmiller

FORMER CTO
CITY OF SEATTLE

Tracye Cantrell

INTERIM CTO
CITY OF SEATTLE



Trevor Esko

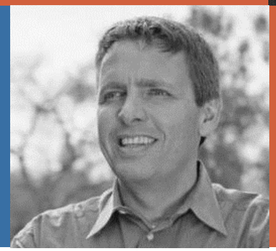
CIO
SNOHOMISH COUNTY

Clare Pederson

FORMER MANAGING DIRECTOR
SLALOM

Stuart McKee

NTO U.S. PUBLIC SECTOR
MICROSOFT



Rob St. John

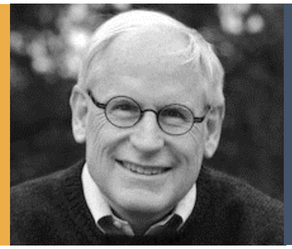
INTERIM CIO
STATE OF WASHINGTON

SAC MEMBERS & EXECUTIVE LEADERSHIP

Executive Leadership

Fred Jarrett

SENIOR DEPUTY EXECUTIVE
KING COUNTY



Rachel Smith

CHIEF OF STAFF EXECUTIVE
KING COUNTY

Fred Jarrett

Opening Remarks

Fred Jarrett

Opening Remarks

The purpose of SAC

Appreciation of SAC Members' contribution

Objective for today's meeting

Today's

Agenda

10:00 Welcome & Introductions

10:05 Opening Remarks

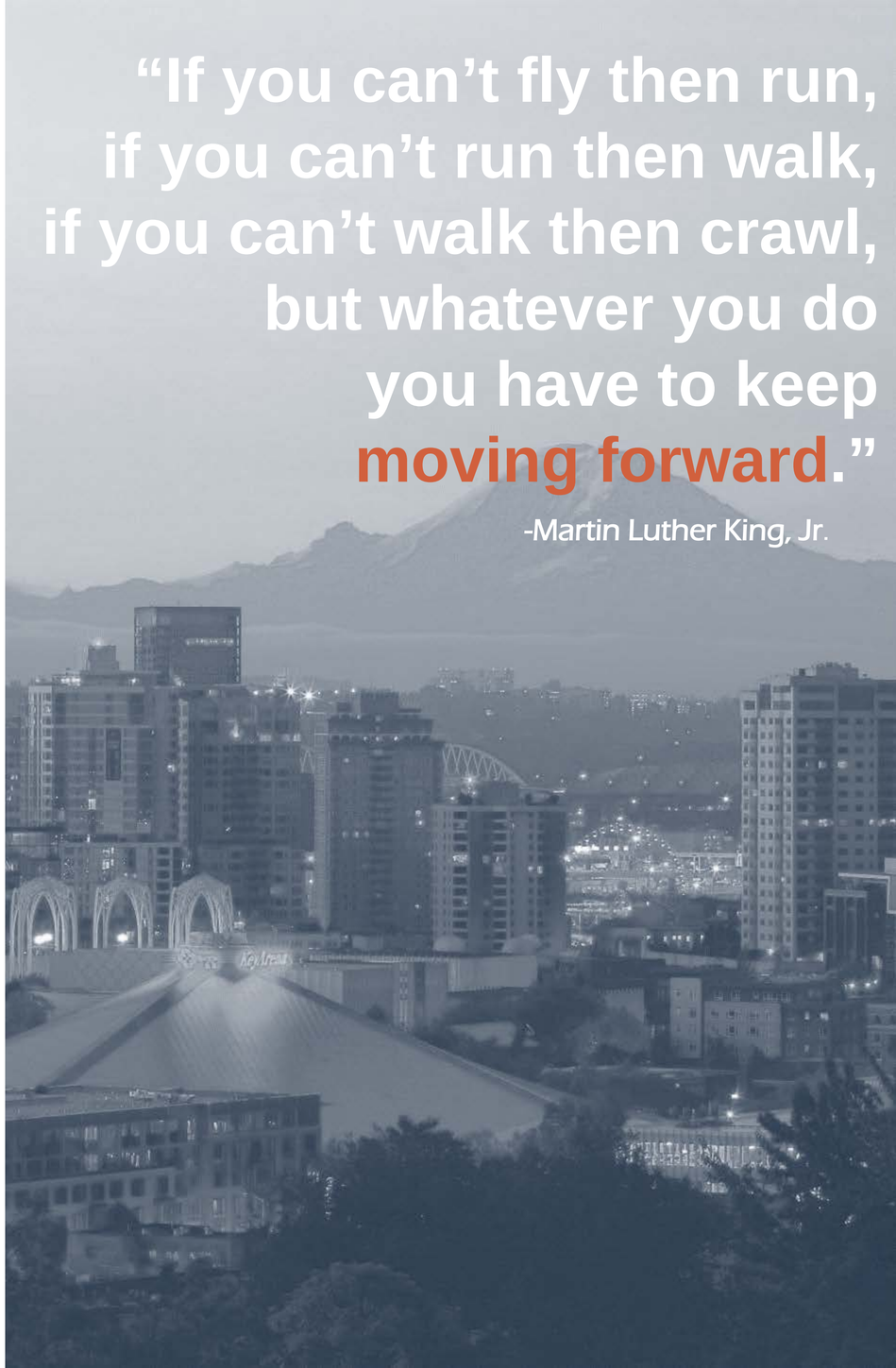
10:15 2018 KC Technology Awards

10:40 Recap October 2017 Meeting

10:45 Roadmap to Engagement & Discussion

11:50 Closing Remarks

12:00 SAC Photo and Social



Rachel Smith & Tanya Hannah

King County Technology Awards

King County

TECHNOLOGY ACHIEVEMENT NOMINEES

Department of Executive Services
Risk Management System

Department of Executive Services
Countywide Electronic Payment Implementation

Department of Judicial Administration
Case Management

Executive Office
Budget System – Move to Cloud

King County Elections
Tabulation System

King County Information Technology, Department of Executive Services Human Resources Division, Business Resource Center
Enhanced Onboarding

Department of Executive Services Business Resource Center
PeopleSoft Mobile

King County Information Technology
Operations Monitoring and Automation

Department of Transportation
Transit Data Infrastructure

King County

TECHNOLOGY ACHIEVEMENT AWARD

Presented to

Countywide Electronic Payment Project
King County Department of Executive Services

Making it easier and more convenient for members of the community to use credit cards and other electronic payment solutions when conducting business within King County.

King County

TECHNOLOGY CHAMPION NOMINEES

Karen Martin
Rideshare Operations Planning Coordinator (Chief), Transportation

Carmel Call
Director, Business Resource Center

Jennifer Lindwall
Manager, Fleet Administration

Gwen Clemens
County Executive Assistant, Department of Public Defense

John Wilson
King County Assessor

Julie Wise
Director King County Elections

Rob Gannon
General Manager, Metro – Transit

Josephine Wong
Deputy Director, Department of Community and Human Services

King County

TECHNOLOGY ACHIEVEMENT AWARD

Presented to

Julie Wise
Director of King County Elections

In appreciation for your work, leadership and commitment to accuracy and transparency of elections, use of innovative solutions and technology to expedite vote tabulation, expand voter outreach and education and increase voter access in the County.

Zlata Kauzlaric

Recap of October 2017 SAC Meeting

OCTOBER 2017 SAC MEETING RECAP

Strategic Technology Plans

Technology Governance

Support business needs through value added IT. Collaborate with leaders and external partners who can provide guidance.

Value of SAC

SAC actions enable King County to move forward with strategic initiatives toward modernization.

Technology Strategy Update

We are making strong and steady progress on our strategic roadmaps for 2014 – 2019.

Voice of The Customer

King County is transforming how we do business with our Customers, through collaboration and engagement.

Digital Transformation

Maturing methodology and process through a standard delivery framework.

OCTOBER 2017 SAC MEETING RECAP

Meeting Discussion

1. Civic Engagement
2. Business Continuity
3. Cyber Security
4. Data Strategies
5. Interim Agency Discussions
6. Meeting Topics for Discussion
7. Combined Experience

Tanya Hannah

Roadmap to Engagement

YEAR IN REVIEW

2017

Food Safety Ratings

KCIT helped pioneer a streamlined food inspection process and rating system so customers can make informed choices when they dine out. Integrating the food safety ratings with Yelp, so diners can access location-specific results when they search for restaurants.

E-911

E-911 offers technology-based, advanced life and safety systems to ensure every 911 call in King County is answered and routed quickly and correctly — no matter where or when the calls are placed, on what systems the calls are made or the caller's physical ability.

ePayments

By eliminating the hassle of traveling to a county building to conduct business in person, the system creates a new option beyond cash or checks. The ePayments platform will help standardize electronic payments for all King County residents.

Digital Equity

KCIT is working to bring free and low-cost internet and broadband access to Communities of Opportunity, enabling members of the community to more easily connect with county services — and one another.

YEAR IN REVIEW

2017

Health Data Hub

KCIT is leading the creation of one source of information for the hundreds of thousands of people who visit King County public health centers each year. The Integrated Health Data Hub provides a better experience for patients and agencies — and reduces the amount of time providers spend on redundant data entry.

Award Winning IT

National Association of County Governments (NACo) recognized King County as the top IT county in the United States.

PSERN

Puget Sound Emergency Radio Network (PSERN) is will replace communications towers, technology and emergency radios throughout King County. When the voter- approved system is complete, every city, community and agency will have access to one of the most technologically advanced and responsive systems in the country.

World Class Digital Workplaces

KCIT installed more than 45 new smart conference rooms, where teams can collaborate virtually and in-person via video, voice activation and integrated whiteboards. We added high-speed wireless in King County facilities to help employees be more productive and opened a new training lab, staffed with full-time trainers, to deliver 2,500 hours of training on SharePoint, Dynamics, Power BI and other digital solutions.

YEAR IN REVIEW

2017

Create opportunities
and deliver outcomes

Partnerships
breed results

DISCUSSION

What approaches have you seen to foster collaboration between IT, agencies and the community?

How have you seen technology used to provide seamless service around community needs?

What drives successful public and private sector collaboration?

Our Strategic Technology Goals Enable King County's Priorities

Equity and Social Justice

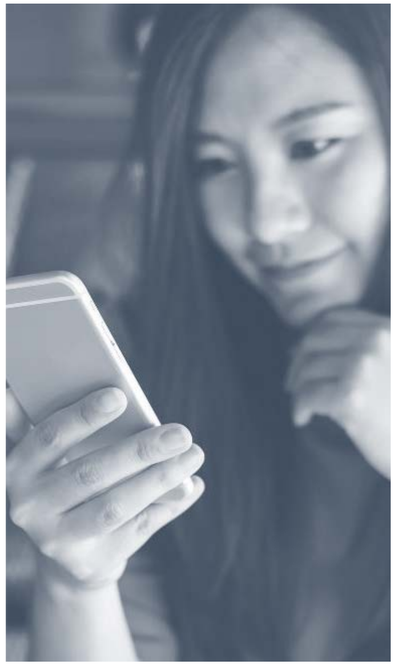
Best Starts For Kids

Climate Change

Best Run Government

Regional Mobility

King County’s Technology Priorities for 2018

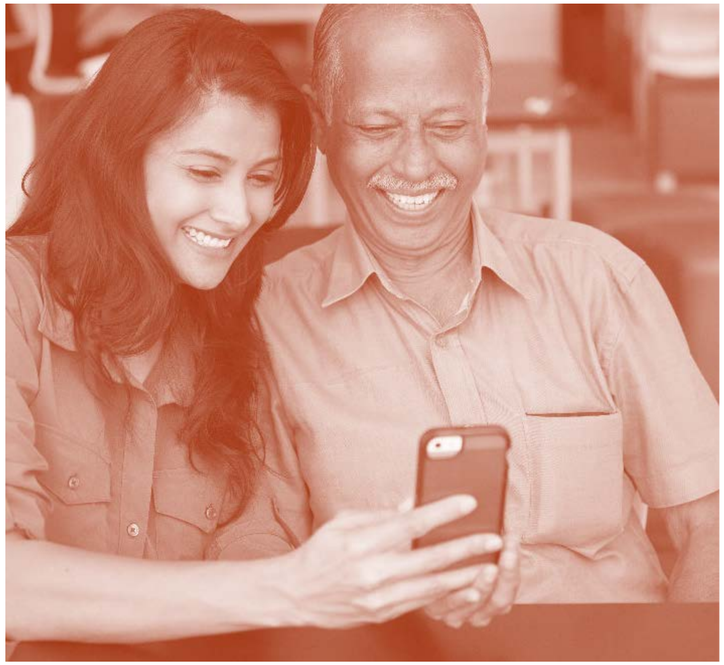


Mobility

Effective Digital Systems

Data Focused

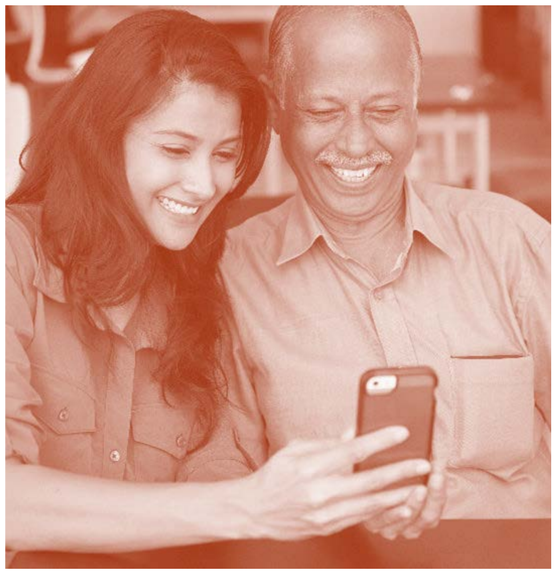
Workforce Empowerment



Civic Engagement

Our Focus for 2018

Mobility



Civic Engagement

Strategic Outcomes

- Engage and empower members of the community to interact and transact business whenever, wherever and however they wish.
- Cultivate an ongoing relationship with members of the community, listening and understanding their needs, and ensuring we align our services and resources with those needs.

DISCUSSION

How can we use technology to further drive two-way engagement with the community?

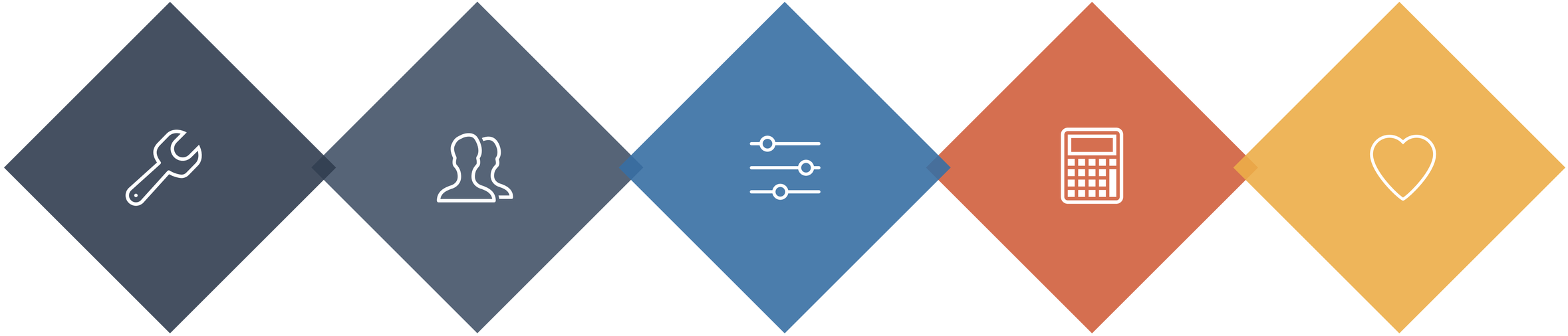
What are the emerging technologies that will further drive our civic engagement strategy?

How do you foresee AI enhancing customer service?

How do we work with you to bring innovative technology to our communities?

Tech Powered Civic Engagement[1]

Looking Beyond 2018



Build With, Not For

Putting members of the community first.

Partnership Breeds Results

Bringing together government, private & non-profit sectors.

Civic Technology is a Spectrum

Technology supports a range of goals and community needs.

The Multiplier Effect

Reach and impacts beyond the original goal.

Changing Communities For the Better

Improving peoples' daily lives.

1 Next Century Cities. "Five Lessons for Tech-Powered Civic Engagement: The Charles Benton Next Generation Engagement Award Playbook." Evanston, IL: Benton Foundation, September 2017.

CHANGING COMMUNITIES FOR THE BETTER

FINAL DISCUSSION

How can we leverage technology to assist under-served communities?

How can we leverage libraries to improve our communities?

What are your customers asking for?

What can we learn from customer-centric organizations?

Engage and empower members of the community to interact with King County how, when and where they want.

THANK YOU FOR COMING

SAC GROUP PHOTO AND SOCIAL HOUR TO FOLLOW

#KCSAC2018

Mobility

Engage and empower members of the community to interact and transact business whenever, wherever and however they wish.

Effective Digital Systems

Build, support and share high quality, reliable, consistent systems.

Data Focused

Analyze, measure and use data to make better decisions and improve services.

Workforce Empowerment

Employees effectively using technology platforms and tools to drive business process improvements.

Civic Engagement

Cultivate an ongoing relationship with members of the community, listening and understanding their needs, and ensuring we align our services and resources with those needs.