

Dear Strategic Advisory Council Members!

This is a brief summary of the upcoming meeting. For additional information, please connect with me or Tanya Hannah. To assist you with preparing for the meeting, we have scheduled a briefing with you where we can provide more detail. Thank you and looking forward to the Strategic Advisory Council (SAC) meeting!

Meeting Information

The meeting is on 3/23/2018, 10 a.m. to noon at:

Union Station
401 S Jackson Street, Ruth Fisher Boardroom, Rm 125
Seattle, WA 98104



Please plan to arrive early enough before the meeting to meet and greet, help yourself to refreshments and get seated. We will start at 10:00 a.m. promptly.

30-min social after the meeting: Light refreshments will be available before, during and after the meeting. We will also take a joint SAC photograph.

Meeting Expectations

Your discussion and advice will help us continue to move forward with the County's and Information Technology strategic goals.

Meeting Focus is Roadmap to Engagement

We will brief you on our efforts around civic engagement and bring forward discussion points to help us guide our future efforts.



King County

**Strategic Advisory
Council Members**

Dow Constantine - Chair
County Executive

[@kcexec on Twitter](#)

Kathy Lambert
County Council Member
[@kathylambert](#)

TBD
County Council Member

Donna Tucker
Presiding Judge, District Court

Laura Inveen
Presiding Judge, Superior Court

John A. Wilson
Assessor

Dan Satterberg
Prosecuting Attorney [@KCProsecutor](#)

Mitzi Johanknecht
King County Sheriff

Julie Wise
Director, Elections

Tanya Hannah
County Chief Information Officer [@kccio](#)

Private/Public Sector

Stuart McKee
*National Technology Officer
U.S. Public Sector, Microsoft Corporation*

Michael Mattmiller
*Former Chief Technology Officer
City of Seattle*

Tracye Cantrell
*Interim Chief Technology Officer
City of Seattle*

Jason Weiss
CIO Sound Transit

Rob St. John
Interim CIO State of Washington

Trever Esko
CIO Snohomish County [@trevere](#)

Clare Pedersen
Former Managing Director Slalom

March 23, 2018

#KCSAC2018

Union Station
401 S Jackson Street
Ruth Fisher Boardroom
Seattle, WA 98104

10:00 a.m. to 12:00 p.m.

**King County Information Technology Governance
Strategic Advisory Council Meeting**

AGENDA - DRAFT

Introduction

10:00 am	Welcome and Introductions
10:05 am	Strategic Priorities - Opening Remarks
10:15 am	SAC Technology Awards
10:30 am	Recap of October 2017 Meeting
10:35 am	Roadmap to Engagement <ul style="list-style-type: none"> • Briefing • Members' Discussion and Advice
11:50 am	Final Comments
12:00 pm	SAC Joint Picture & Social

Recap of October 2017 SAC Meeting

October 2017 SAC focused on technology.

We had engaged discussions around technology priorities and how those priorities support King County strategic priorities.



Data Focused



Civic
Engagement



Effective Digital
Systems

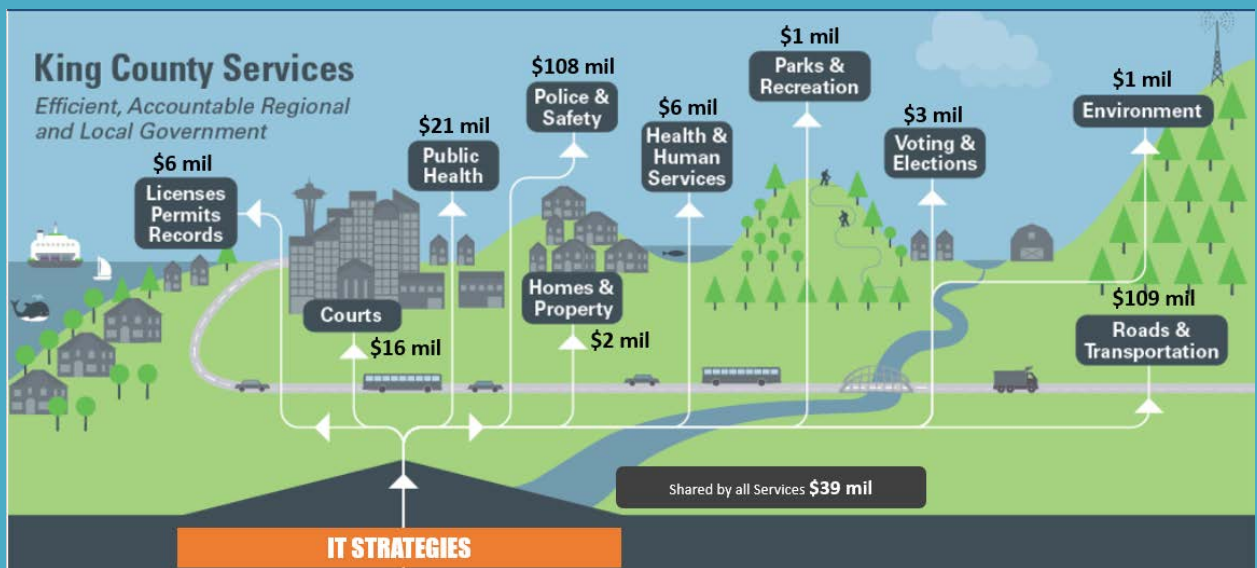


Mobility



Workforce
Empowerment

We also discussed our focus on customers, aligning technology investments with strategies and delivering on our commitments.



March 23, 2018 Meeting

At this meeting, we will build on our technology discussions from the last meeting. We will discuss how technology can help us to engage with members of the community with an overarching goal to change our communities for the better.

We have planned for three targeted discussion segments of the meeting, and look forward to your advice on the discussion points listed below:

BUILDING PARTNERSHIPS

- 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?



TECHNOLOGY

- 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?

CHANGING COMMUNITIES FOR THE BETTER

- How can we engage 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?

Technology Priorities and Associated Benefits

Information Technology Priorities	Resulting Benefits
 <p>MOBILITY</p> <p>- Engage and empower residents and employees to interact and transact business when and where most appropriate and convenient</p>	<ul style="list-style-type: none"> Re-designed business processes geared toward customer service and overall efficiency Increased resident convenience when accessing services Reduced costs related to staff moves from reduced/eliminated re-wiring and space consolidation related to open concept More collaborative, open, dynamic office space and working environments Increased business and IT productivity
 <p>EFFECTIVE DIGITAL SYSTEMS</p> <p>- Increase value to customers by providing high quality digital systems to better meet their needs using standard components and continuous process improvement</p>	<ul style="list-style-type: none"> Capturing continuous improvement in the form of systems with higher quality, lower risk and better fit to customer needs Decreased TCO (Total Cost of Ownership) and system failure for maintained systems through efficiencies, standardization, re-use and the ability to meter and rapidly scale resources up or down as needed Faster speed to implement business process changes Increased service quality due to increased standardization and reduced downtime Reduced risk due to increased redundancy, geographic diversity, and commoditized, on-demand scaling of needed assets

Information Technology Priorities	Resulting Benefits
 <p>DIGITAL CIVIC ENGAGEMENT</p> <p>– Leverage IT platforms and tools as a channel to increase the opportunities, convenience and audience engaging with government</p>	<ul style="list-style-type: none"> • Increased citizen participation in government • Deeper, more impactful government presence in our communities • Faster and more convenient delivery of services to the public • Improved customer understanding and satisfaction with King County • Greater transparency of government operations • Increased equity of participation • Increased collaboration with regional partners • Reduced unit costs for government services
 <p>WORKFORCE EMPOWERMENT</p> <p>Employees effectively using IT platforms and tools to drive business process improvements</p>	<ul style="list-style-type: none"> • Significant and continuous business process improvements • Better employee engagement and collaboration • More positive work environment and increased ability to respond to and conquer change fatigue • Improved citizen value through higher levels of service and engagement
 <p>DATA DRIVEN</p> <p>- Increased utilization of data to understand the current situation, analyze opportunities, measure results and make more informed initial and corrective decisions</p>	<ul style="list-style-type: none"> • Better decisions in all aspects of government leads to a better run government • Reduced reliance on 'gut instinct' decisions which can carry un-intentioned biases • Reduced total cost of ownership for King County's information assets • Reduced risks related to information management • Better response to rapidly changing business needs, within and across agencies • Better enables ability to partner with external collaborators • Allow people to engage with King County where and when is best for them • Improved constituent access to data • Improved workplace efficiency through better performing business applications and reporting • Improved transparency and usability through increased integration and sharing of data

[King County Information Technology Annual Report 2017](#)



Create opportunities. Deliver outcomes.

Our Annual Report captures a year of outstanding achievements for King County and King County Information Technology (KCIT).

Working with you — our partners — KCIT made life easier for residents, businesses, community members and fellow King County employees. With state-of-the-art technology solutions and excellent service delivery, we offer our constituents what they have come to expect from King County — the innovation hub of the Pacific Northwest.

Our 2017 accomplishments reflect our values. We harness the power of data to better connect with constituents. We empower our workforce with tools and information. And, above all else, we advance our commitment to digital equity to build vibrant communities and ensure equal access to all. [Read more ...](#)