



King County



King County

Strategic Advisory Council

April 5, 2019
~Meeting Minutes~



Strategic Advisory Council

Semi-Annual Meeting

Sign-In Sheet

5 April, 2019

10:00 A.M. to 12:00 P.M

Union Station, 401 S Jackson Street, Ruth Fisher Boardroom

[#KCSAC2019](#)

KING COUNTY MEMBERS

Name	Title	Agency	Signature
Dow Constantine	King County Executive	Executive's Office	
Casey Sixkiller	Chief Operating Officer	Executive's Office	X
Kathy Lambert	Council Member	King County Council	X
TBD	Council Member	King County Council	
Donna Tucker	Presiding Judge	District Court	
Jim Rogers	Presiding Judge	Superior Court	X
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	
Mitzi Johanknecht	Sheriff	King County Sheriff's Office	
Julie Wise	Elections Director	Elections	X
Tanya Hannah	Chief Information Officer	King County Information Technology	X

PRIVATE / PUBLIC SECTOR MEMBERS

Name	Title	Agency	Signature
Stuart McKee	National Technology Officer, US Public Sector	Microsoft Corporation	
Michael Mattmiller	Director of Government Affairs	Microsoft	X
Saad Bashir	Chief Technology Officer	City of Seattle	
Jason Weiss	Chief Information Officer	Sound Transit	X
James Weaver	Chief Information Officer	State of Washington	
Viggo Forde	Chief Information Officer	Snohomish County	X
Clare Pedersen	Former Managing Director	Slalom	X
Mark Ronaldson	Senior Sales Manager	Amazon Web Services	



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The meeting started at 10:08 AM

King County Chief Operating Officer Casey Sixkiller chaired the meeting.

Welcome and Introductions **10:00 AM**

- Casey Sixkiller welcomed attendees to the meeting. Current members introduced themselves. New members were introduced. Members of Technology Management Board (TMB) and Business Management Council (BMC), and nominees of the Technology Awards, were welcomed as guests.

Opening Remarks **10:05 AM**

- Casey stated the purpose of the SAC: The Strategic Advisory Council (SAC) is the top level of the County's Information Technology Governance. Our role is to advise and help guide our technology efforts in a way that supports the strategic goals of county government. Our technology strategy and the projects that move the strategy forward are essential for King County becoming the Best Run Government – which is one of Dow's major initiatives. This stands true for services we deliver to King County, the region, and our employees.
- The objective of the meeting was stated: to start planning for King County's next strategic technology plan for 2020-2023.

Recap of October 2018 Meeting **10:15 AM**

- Zlata provided a recap of the October 2018 meeting
 - The topic of the meeting was Regional Recovery Framework, with Jody Miller, Interim Director of the Office of Emergency Management discussing the framework that King County is following. She discussed short term and longer term recovery efforts.
 - Tanya discussed the role of technology in emergency situations. Aaron Barak discussed Business Resiliency and progress that KCIT has made in this area.
 - Three discussion topics were facilitated, with great advice and feedback from SAC members
 - Where should the county focus to increase Business Resiliency?
 - What additional opportunities exist to collaborate and coordinate? How can we work together as a region?
 - How can we leverage technology to connect, inform and save lives of those impacted by disaster?

Technology Awards **10:20 AM**

- Casey and Tanya announced Technology Awards:
 - Technology Achievement Award. Casey recognized all the projects that were nominated for this award. The nominees were recognized with a round of applause.
 - The winner of the award was announced as the Text to 911 project. The project team came up to the head of the room for pictures and to accept the award. Bob Potts, project sponsor thanked the SAC for the recognition of a six year journey to get to this point.



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- Technology Champion Award. Casey recognized the list of nominees and they were applauded.
 - The winner of the award was announced as John Wilson, sponsor of the Property Tax Accounting System (PTAS) project. John came to the head of the room and thanked the group for the award, and accepted the award.

Strategic Planning

10:35 AM

- **Tanya Hannah introduced the topic of the meeting – Strategic Planning for 2025.** She articulated that the relationship between IT and the business is based on partnerships. It is about Best Run Government. We need to be the best at whatever we are. Tanya asked what companies such as Uber, Airbnb and Facebook have in common. These companies shaped the narrative of what the public expects. These companies are less than fifteen years old. Uber has no assets and no employees, Airbnb is the largest hospitality company, and Facebook is the largest content publisher.
- **Tanya talked about expectations of our customers.** For example, Amazon has conditioned customers to expect delivery in two days or less. Starbucks has enabled mobile ordering, and now they also have started to deliver. These are the expectations that people in our area have when they deal with government.
- **Over the last several years, the County has built cloud infrastructure.** These technologies are foundational, and now we should move to transformational. The services needs to be viewed in the eyes of the customers, not internal groups. New technologies such as IoT and blockchain are emerging. We need to leverage emerging technology.
- **King County initiatives are:**
 - Connecting through mobile
 - Using data
 - Providing frictionless experience
- At this point in the meeting, SAC members were directed to a package they were given for the meeting.
 - For external board members they were asked to think about where they see customer services going, how is delivery is going to change, what technologies does King County need to think about
 - For internal board members, they were asked to think about how they are going to deliver services, what are the barriers, what are the boosters that they need to leverage.
- External board members were then asked to articulate their thoughts on the questions they were asked.
 - Michael Mattmiller talked about the goal being to make lives easier, so that people don't necessarily know that they are interacting with government. Making use of real time information. He used King County Water Taxi as an example where it would be nice to have an app to tell him when the next water tax is coming, as opposed to having to look up the schedule.
 - Wade talked about subscription services, using machine learning for county services. For example it would be nice if the assessor's office were able to notify people that they have a big tax break coming.

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- Clare discussed eliminating complexity and confusion on who provides what. An example she used was KC Metro vs. Sound Transit – people don't care who is providing the service.
- Tracey discussed the expectation people have about speed of service.
- Viggo talked about the need to understand customer needs and adapt formats to a diverse community.
- Tanya agreed with the thoughts that were shared.
- Internal Board members were asked to provide their thoughts on how to deliver services
 - John Wilson discussed the recent PTAS launch, using a disruptive approach. Provide greater services but also a need to deal with privacy issues.
 - Judge Mahoney discussed the amount of double data entry that exists in the court system. This is not efficient and they are about to launch a new case management system that will be all on line. He talked about using social media, video technology to allow people to appear at court virtually instead of in person. Having kiosks at the police departments to request protection orders.
 - Julie said that people are simultaneously over and underwhelmed. There needs to be a new way of getting information to voters rather than paper newsprint. There is a need for self-serve and translation, and make sure there is security when it comes to ballots.
 - Judge Rogers discussed the physical infrastructure in the courthouse, which is a limitation. People bring in their own infrastructure to the courthouse and hope that the Wi-Fi works for their equipment. To this concern, Tanya took an offline action to talk to the judge about bandwidth in the courthouse.
 - Scott talked about sheriff's office point of view. Need to understand what are the business purposes and then technology should support that. There is need for integrated services – a data warehouse that allows for sharing of data across jurisdictions, example public health and social services information.
 - Casey wants to not just have process improvement, but also be in a position to make data driven decisions. There are fiefdoms across the County and across the region. The public doesn't care about that. He stressed that data sharing can co-exist with data privacy. He also stressed the need to manage expectations, as government will never be able to move as fast as a private company. We need to be cognizant of the constraints and make the right investments. Boosters, for him, are engagement (internally), community and customers invited to the table. Workforce is also important – there is a need to make government attractive to workers and encourage being entrepreneurial.
 - Kathy reiterated the importance of the workforce. She also talked about piggybacking on other inventions.
- At this point in the meeting, Tanya turned the floor back to the external board members to express what they thought now, after hearing the thoughts of internal board members.
 - Michael heard that cost is a big headwind, that workforce is a concern, security of data and trust of the people. He suggested one way to reduce costs is to move more to the cloud, enabling cost effective technologies.
 - Viggo suggested that public/private partnerships is the only way to accomplish the goals.
 - Jason suggested taking a customer centric view, focus on what we are good at, and less on the tool. Think about business vision.



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- Wade said that challenges with data access is always an issue. Public and private collaboration is very important.
- Tanya asked Chris from Slalom to do a recap of themes that were heard.
 - Integrated services – internally, people shouldn't see these siloes
 - Integrated data – do better is we can share data amongst ourselves
 - Provide a tailored experience
 - Provide equitable services across diverse populations
 - Talent/workforce is important
- Tanya told the board members that at the October 2019 meeting, KCIT will come back to show what was submitted to Council for the Technology plan. Tanya may call on SAC teams to participate.

Closing Comments

11:50 AM

- Casey thanked the members for coming and for their advice and feedback. The conversation reflects that we have a shared vision, and the need is to figure out how to get there. We are just at the beginning
- Board members were asked to leave any papers with their working thoughts that they wrote.

Tanya Hannah adjourned the meeting at 11:52 AM.