



STRATEGIC ADVISORY COUNCIL



#KCSAC2019



Let's get started

INTRODUCTIONS

CASEY SIXKILLER

KING COUNTY
CHIEF OPERATING OFFICER

SAC Members

KING COUNTY



DOW CONSTANTINE

KING COUNTY EXECUTIVE
SAC CHAIR



TANYA HANNAH

KING COUNTY
CHIEF INFORMATION OFFICER



KATHY LAMBERT

KING COUNTY
COUNCILMEMBER



TBD

KING COUNTY
COUNCILMEMBER

SAC Members

KING COUNTY



MITZI JOHANKNECHT
KING COUNTY
SHERIFF



JIM ROGERS
KING COUNTY SUPERIOR COURT
PRESIDING JUDGE



DAN SATTERBERG
KING COUNTY
PROSECUTING ATTORNEY



DONNA TUCKER
KING COUNTY DISTRICT COURT
PRESIDING JUDGE



JOHN WILSON
KING COUNTY
ASSESSOR



JULIE WISE
KING COUNTY ELECTIONS
DIRECTOR

SAC Members

PRIVATE & PUBLIC SECTOR



SAAD BASHIR

CITY OF SEATTLE
CTO



JASON WEISS

SOUND TRANSIT
CIO



STUART MCKEE

MICROSOFT
CTO U.S. PUBLIC SECTOR



VIGGO FORDE

SNOHOMISH COUNTY
CIO



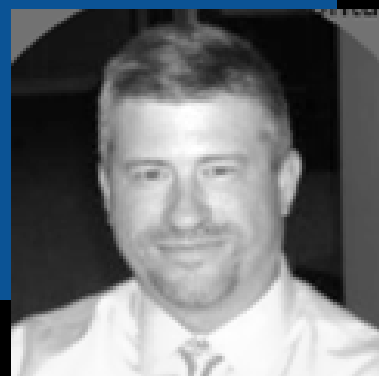
CLARE PEDERSEN

SLALOM
FORMER MANAGING DIRECTOR



MARK RONALDSON

AMAZON WEB SERVICES
SENIOR SALES MANAGER



JAMES WEAVER

STATE OF WASHINGTON
CIO



MICHAEL MATTMILLER

MICROSOFT
DIRECTOR OF GOVERNMENT AFFAIRS



OPENING REMARKS

CASEY SIXKILLER

KING COUNTY
CHIEF OPERATING OFFICER

STRATEGIC ROLE OF SAC

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** Recap October 2018 Meeting
- 10:25** Strategic Technology Plan 2020-2023
- 11:50** Final Comments
- 12:00** SAC Photo and Social

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou



Let's recap

OCTOBER 2018 SAC MEETING

ZLATA KAUZLARIC

KING COUNTY
IT GOVERNANCE MANAGER

Regional Disaster Recovery Framework

key concepts

LEADERSHIP AT EVERY LEVEL:

Since disasters can impacts cross-jurisdictional boundaries, our regional leaders must come together in times of crisis.

PARTNERSHIPS:

Public and private, are needed to plan and respond to unexpected events.

PLANNING / RECOVERY:

Our communities face similar risks and hazards. Therefore, our efforts must be coordinated.

COMMUNITY ENGAGEMENT

Our communities are interdependent on each other, when we work together, we accomplish more.

Technology Role in Business Resiliency

key takeaways

Partner with the Office of Emergency Management

To explore Opportunities for collaboration on planning and recovery.

Focus on Essential Services

As we modernize our systems - we build for systems resiliency.

Foundational Technology strategies

Are moving us toward business resiliency. Those strategies are: Mobility; Data Focused; Effective Digital Systems; Workforce Empowerment; Civic Engagement.

King County Technology Awards

Casey Sixkiller &
Tanya Hannah





TECHNOLOGY ACHIEVEMENT NOMINEES

Department of Community & Human Services
Integrated Data Hub

King County Information Technology
Text to 9-1-1 Project

King County Metro/Transit
Mobile Ticketing, Pilot Program

King County Information Technology
Exchange to Office 365, Phase II

King County Information Technology, Fleet
Automatic Vehicle Location for Non-Revenue Vehicles

Department Of Local Services (DLS)
DLS Website

**King County Information Technology, Department of
Natural Resources & Parks, Wastewater Treatment
Division**
HoloLens Project

**Department of Natural Resources & Parks, Surface
Water Management Division**
Surface Water Management Billing System

King County Information Technology
Enhanced Wireless Connectivity, Phase I

King County Information Technology
Cherwell



TECHNOLOGY ACHIEVEMENT AWARD

Presented to

**Text to 9-1-1 Project
King County Information Technology**

Making it easier and more convenient for members of the community to use this advanced life-saving technology, greatly increasing overall accessibility to emergency services and improving public safety.



TECHNOLOGY CHAMPION NOMINEES

Patti Cole-Tindall

Chief Administration, Public Safety

John Wilson

King County Assessor

PSB Analysts Team

Office of Performance, Strategy and
Budget

Jennifer Hills

Director, Office of Risk
Management

Lorraine Patterson

Chief Administrative Officer,
Department of Natural Resources
& Parks



TECHNOLOGY CHAMPION AWARD

Presented to

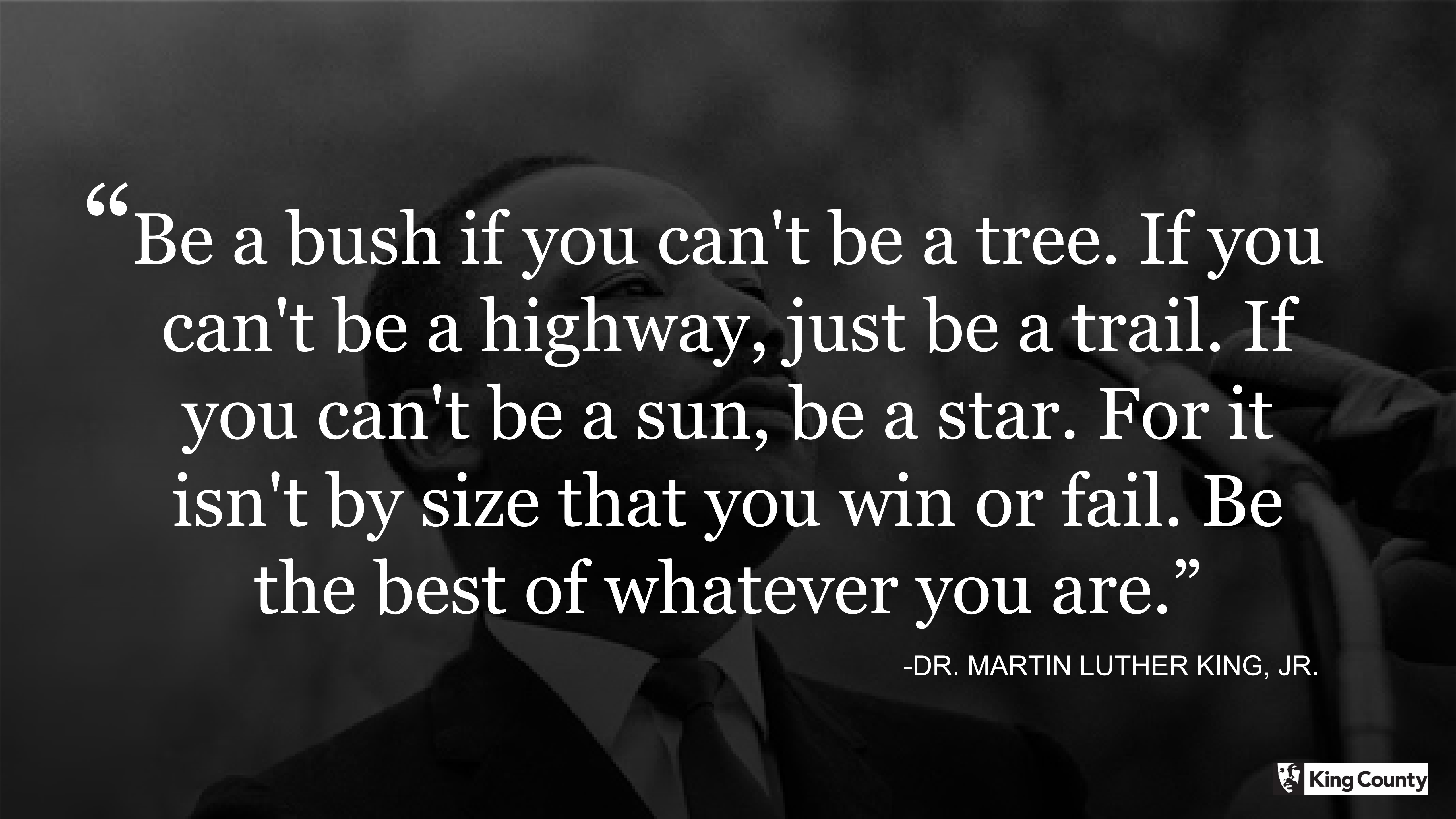
John Wilson
King County Assessor

In appreciation for your innovative, forward thinking leadership in using mobile technology and public-facing solutions to enhance customer service, drive down costs and promote best run government goals.



STRATEGIC PLANNING FOR 2025

TANYA HANNAH
KING COUNTY
CIO



“Be a bush if you can't be a tree. If you can't be a highway, just be a trail. If you can't be a sun, be a star. For it isn't by size that you win or fail. Be the best of whatever you are.”

-DR. MARTIN LUTHER KING, JR.

WHAT DO THESE COMPANIES HAVE IN COMMON?



Uber

The Uber logo is displayed in white text over a dark, semi-transparent background of a car's interior. A smartphone mounted on the dashboard shows a navigation app with a map and a route.



airbnb

The Airbnb logo, consisting of a white outline of a heart with a location pin inside, is positioned to the left of the word "airbnb" in white lowercase letters. The background is a dark, semi-transparent image of a dining table with a wooden top, white chairs, and a tray of green apples.



facebook

The Facebook logo, the word "facebook" in its characteristic lowercase font, is shown in white. The background is a dark, semi-transparent image of a person's hands holding a smartphone that displays a photo of a smiling woman.

PREDICTIONS FOR THE FUTURE

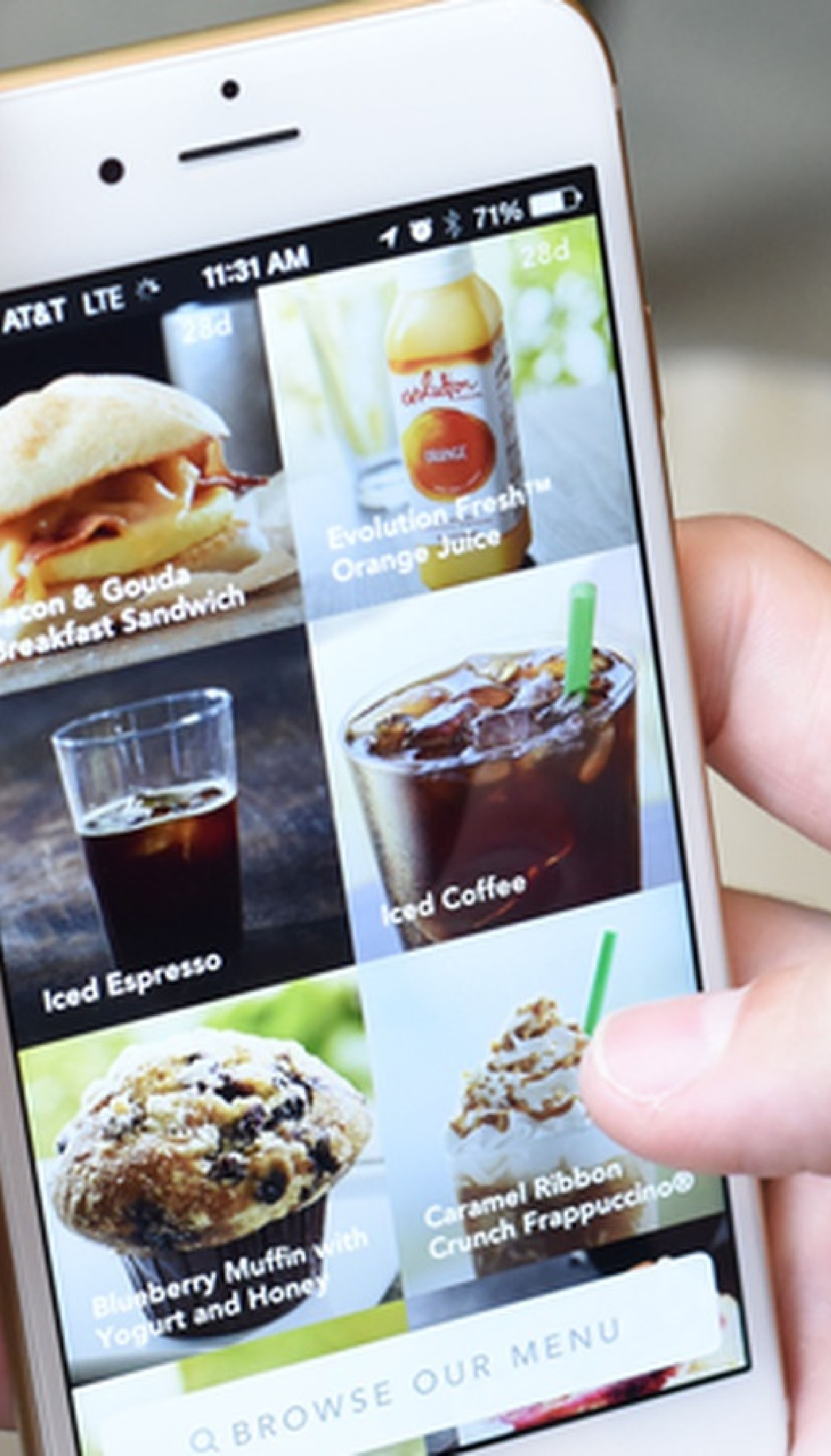
- Over 80% of web traffic will be video.
- 80% of people on earth will have a digital presence online.
- 90% of the global population will have a supercomputer in their pocket.
- Translation earbuds will allow instantaneous translation, making foreign travel much easier.
- More people will own a phone than have electricity.
- There will be more trips taken with ride sharing than by single occupancy drivers.
- Elections will begin using blockchain technology.
- Governments will accept cryptocurrency as form of payment.

A close-up photograph of a person's hand holding a smartphone over a payment terminal. A Visa credit card is visible in the background, partially obscured by the phone. The scene is dimly lit, with the primary light source coming from the phone's screen. The background shows a blurred retail environment with shelves and other items.

**WHAT EXPECTATIONS
DO OUR CUSTOMERS HAVE**







A woman with blonde hair, wearing a blue blazer, is shown from the chest up. She is holding a black mobile phone to her ear with her right hand and has her left hand near her face, suggesting she is in a conversation. The background is blurred, showing green foliage. The text is overlaid in white, bold, sans-serif font.

**OUR CUSTOMERS HAVE A
DIFFERENT EXPERIENCE
WHEN DOING BUSINESS
WITH THE COUNTY**

WE HAVE A STRONG FOUNDATION

 Cloud

 Mobile

 Data

 Social

A person wearing a VR headset is shown in profile, looking towards the left. The background is a dark grid of colorful icons. The text is overlaid on this image.

MOVING FROM

FOUNDATIONAL

TO

TRANSFORMATIONAL

Unleashing data | Next Generation technology | KC Connect

Unleashing data

Unlocking the power of the data we are stewards of to make the best decisions about investments, programs, and initiatives.

NextGen Technology

Leveraging emerging technology to enhance the King County customer experience.

KC Connect

Engaging customers how, when, and where they want to be engaged by King County.

A man in a workshop setting, wearing a brown jacket and safety glasses, is smiling and looking towards a woman. He is holding a smartphone in his left hand and safety glasses in his right hand. The background shows industrial equipment and a woman in a white shirt. The text "UNDERSTANDING OUR CUSTOMERS" is overlaid in the center in white, bold, uppercase letters.

UNDERSTANDING OUR CUSTOMERS

KING COUNTY CUSTOMERS BY AGE

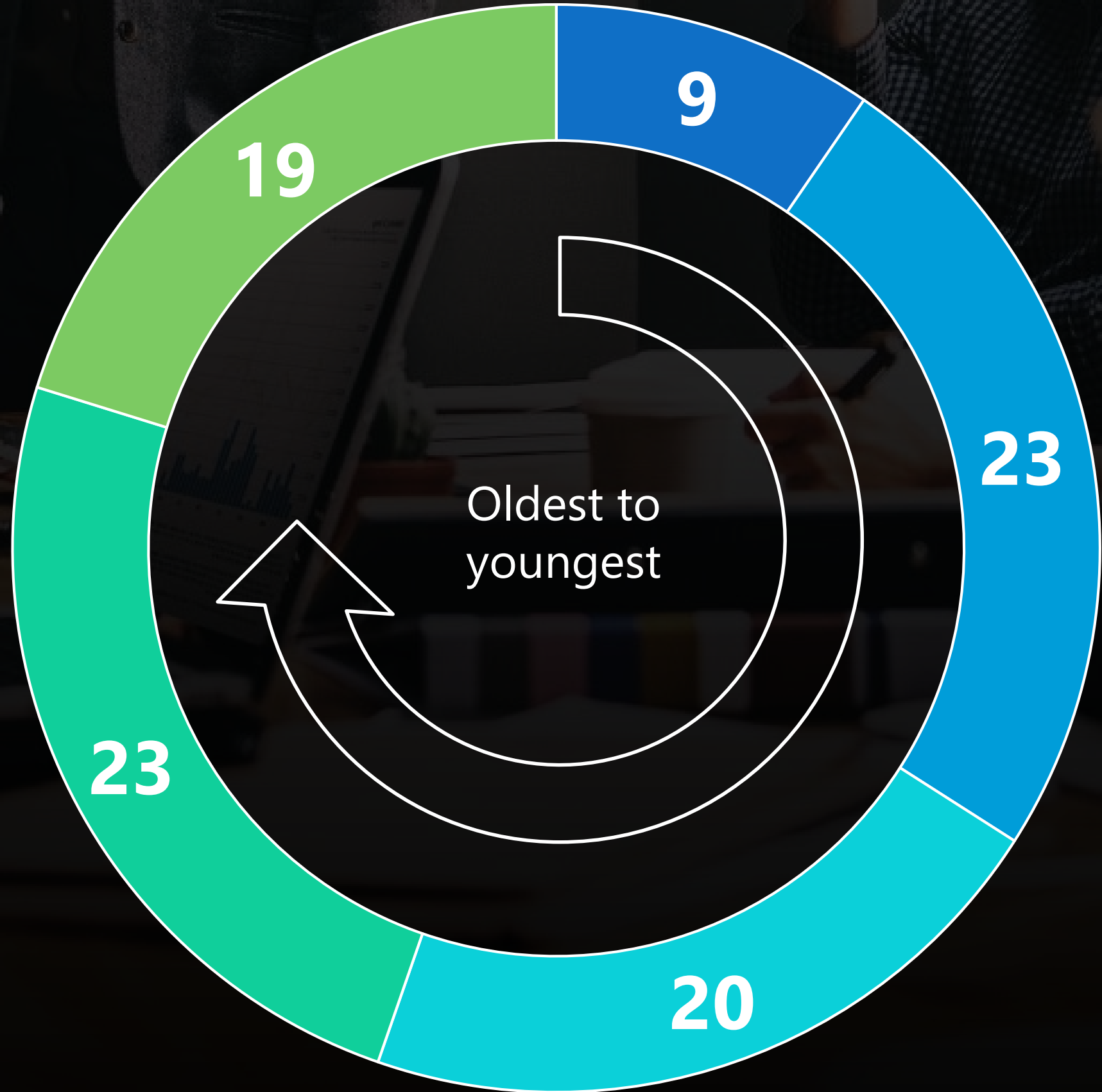
■ The Silent Generation

■ Baby Boomers

■ Gen X

■ Gen Y (millennials)

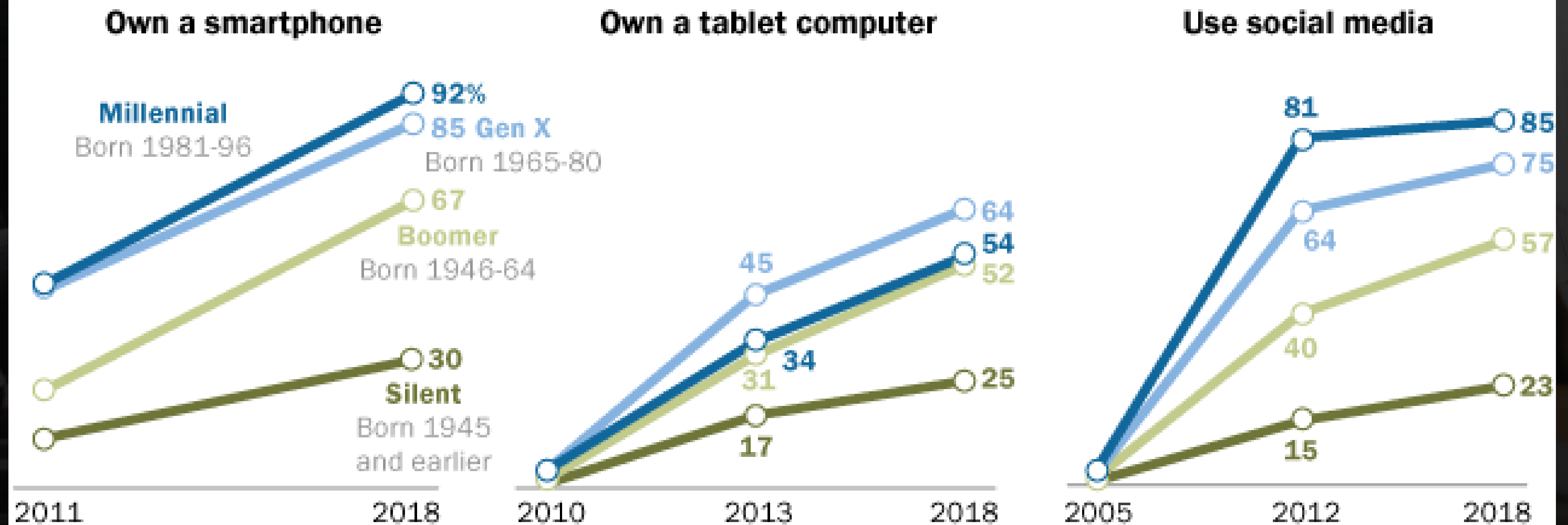
■ Gen Z



KING COUNTY CUSTOMERS BY ADOPTION

Millennials lead on some technology adoption measures, but Boomers and Gen Xers are also heavy adopters

% of U.S. adults in each generation who say they ...

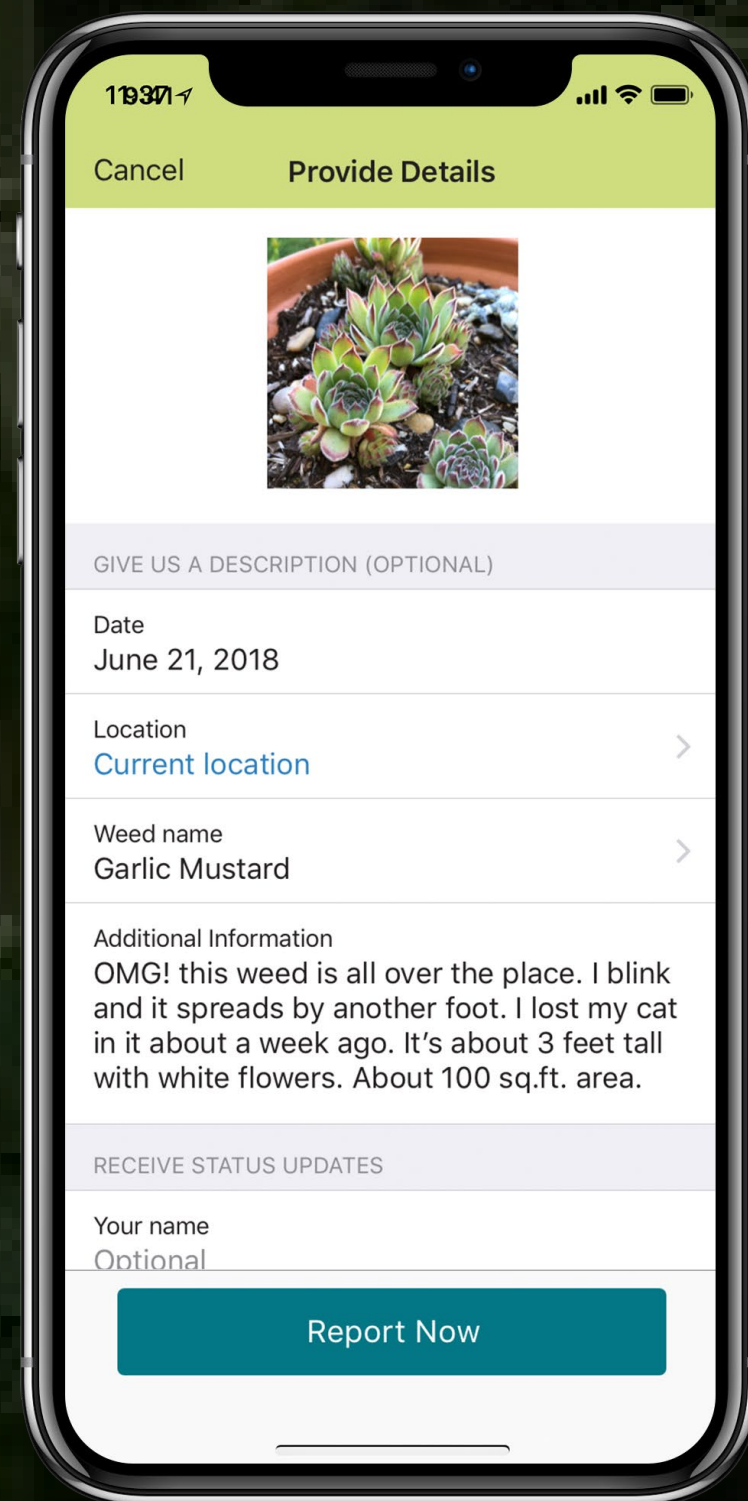
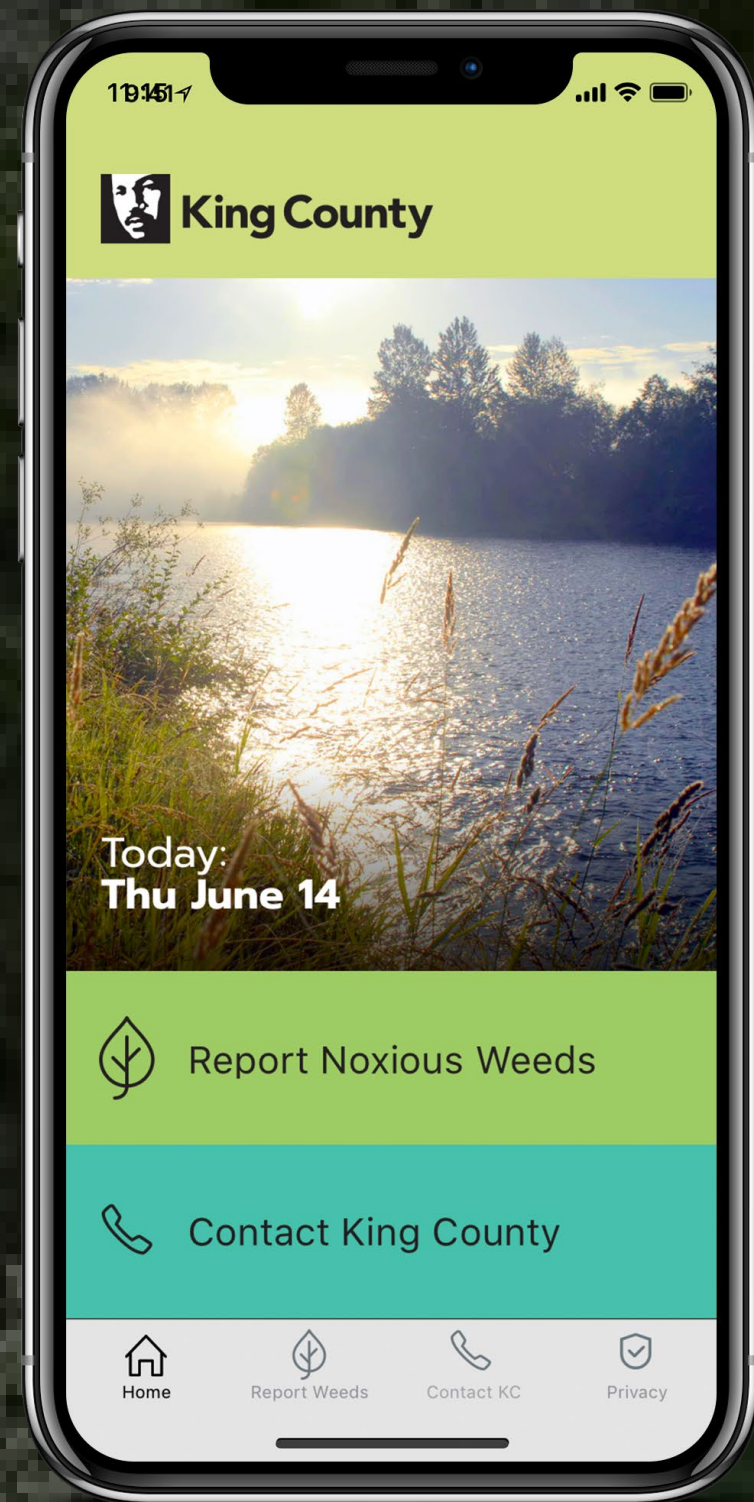


Source: Survey conducted Jan. 3-10, 2018. Trend data are from previous Pew Research Center surveys.

A dark, dimly lit industrial control room. In the foreground, a person wearing a safety vest and glasses is pointing towards a control panel. The control panel features various instruments, including a large analog gauge and several digital displays. The text "KING COUNTY INITIATIVES" is overlaid in large, white, bold, sans-serif font in the center of the image. The background shows more of the control room's structure, including a clock and other equipment.

KING COUNTY INITIATIVES

CONNECTING WITH CUSTOMERS VIA MOBILE

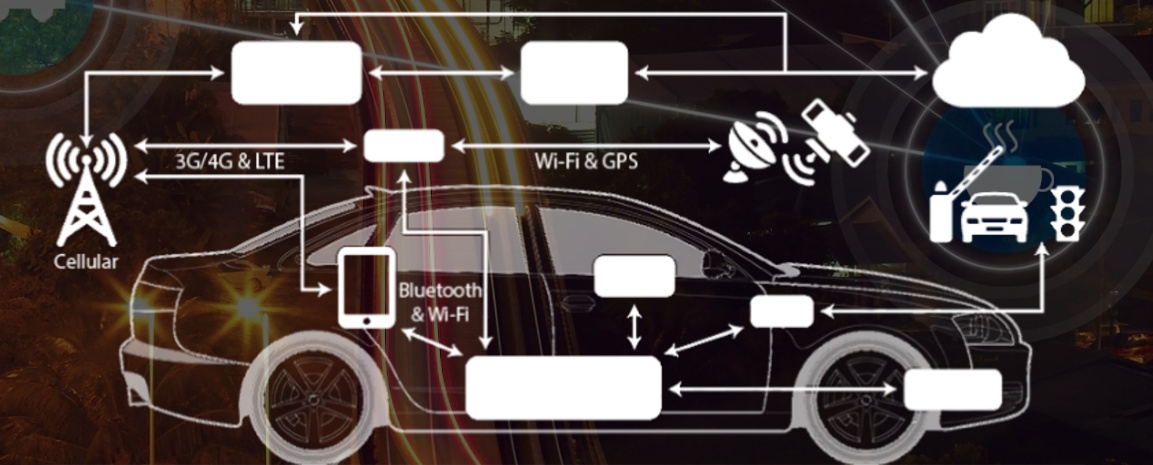


CONNECTING DATA FOR POLICIES LIKE HOMELESSNESS



INTERNET OF THINGS: INTEGRATING EXISTING ASSETS

- River gauges
- Intelligent Traffic System
- Pedestrian Signals
- Intersection and Security Cameras
- Automated License Plate Reader
- Electronic Badge Readers
- 311 Citizen Reporting
- Automatic Vehicle Location



An aerial photograph of a city and surrounding water, overlaid with a semi-transparent blue rectangle. The word "ACTIVITY" is written in large, white, bold, sans-serif capital letters across the center of the blue rectangle. Below the text is a thin white horizontal line.

ACTIVITY

#KCSAC2019

DISCUSSION TOPICS

External Members

THE GOAL

In 2025, what do you as the customer (individually and in your organization) need and expect from King County?

SERVICE DELIVERY MODELS

What new service delivery models are coming up, and can be leveraged for government?

THE TECHNOLOGY

What strategies and technologies are critical to your organization's success in 2025 that the county should also be leveraging?

DISCUSSION TOPICS

Internal Members

THE GOAL

In 2025, what will our customers need and expect from King County? What new services will we need to deliver?

THE BARRIERS

Between now and 2025, what barriers must be overcome to achieve these goals?

THE BOOSTERS

What boosters (e.g., people, skills, technology, resources) will enable King County to break down the barriers and achieve these goals?

GOING FORWARD



1 Action items from today's meeting?

2 Recommendations for future SAC meeting topics?

Thank you

**SAC GROUP PHOTO AND SOCIAL
HOUR TO FOLLOW**



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King County