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

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

King County

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

King County

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.

King County

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

King County

TECHNOLOGY CHAMPION AWARD

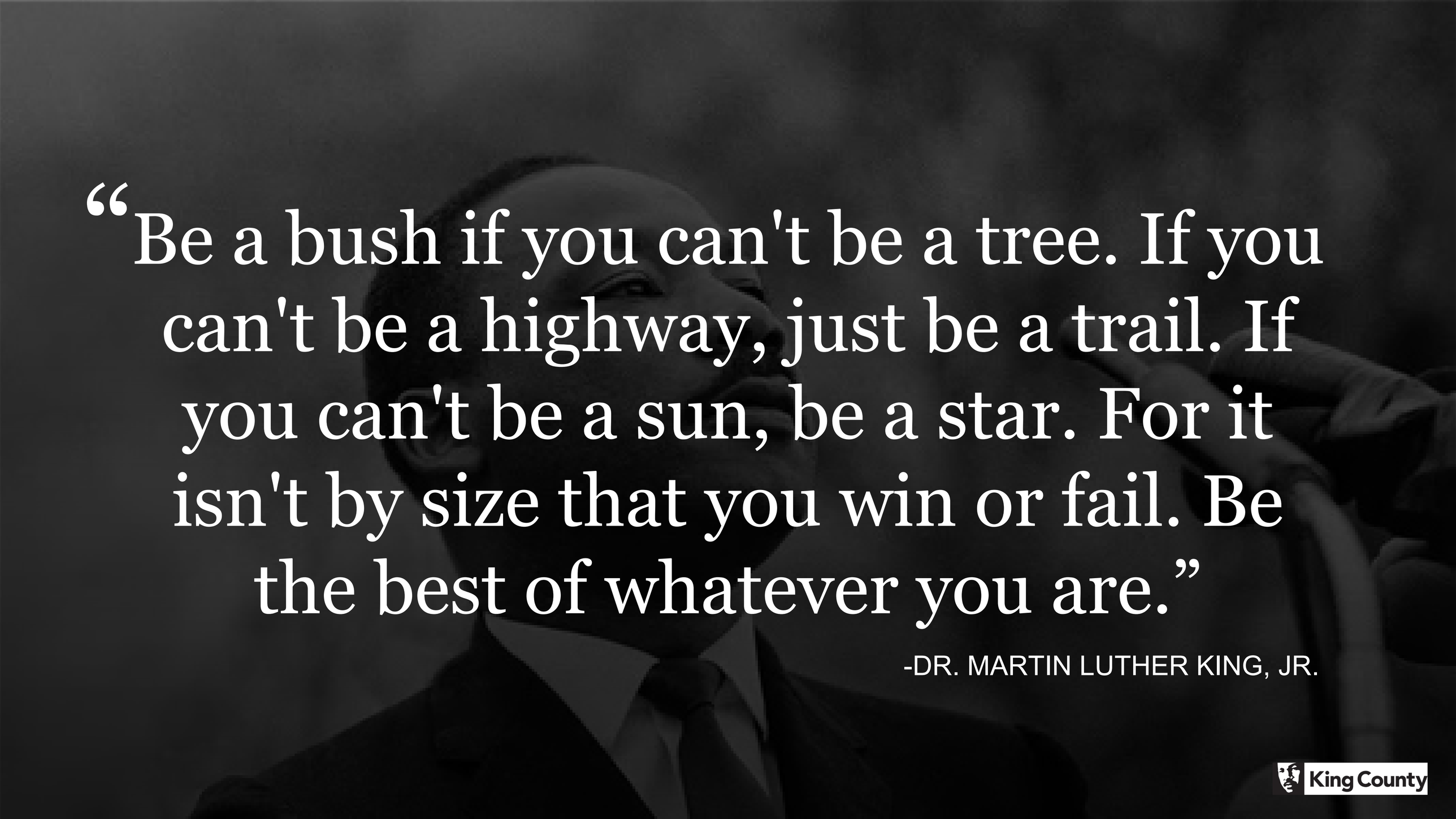
Presented to

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.
King County

WHAT DO THESE COMPANIES HAVE IN COMMON?

Uber

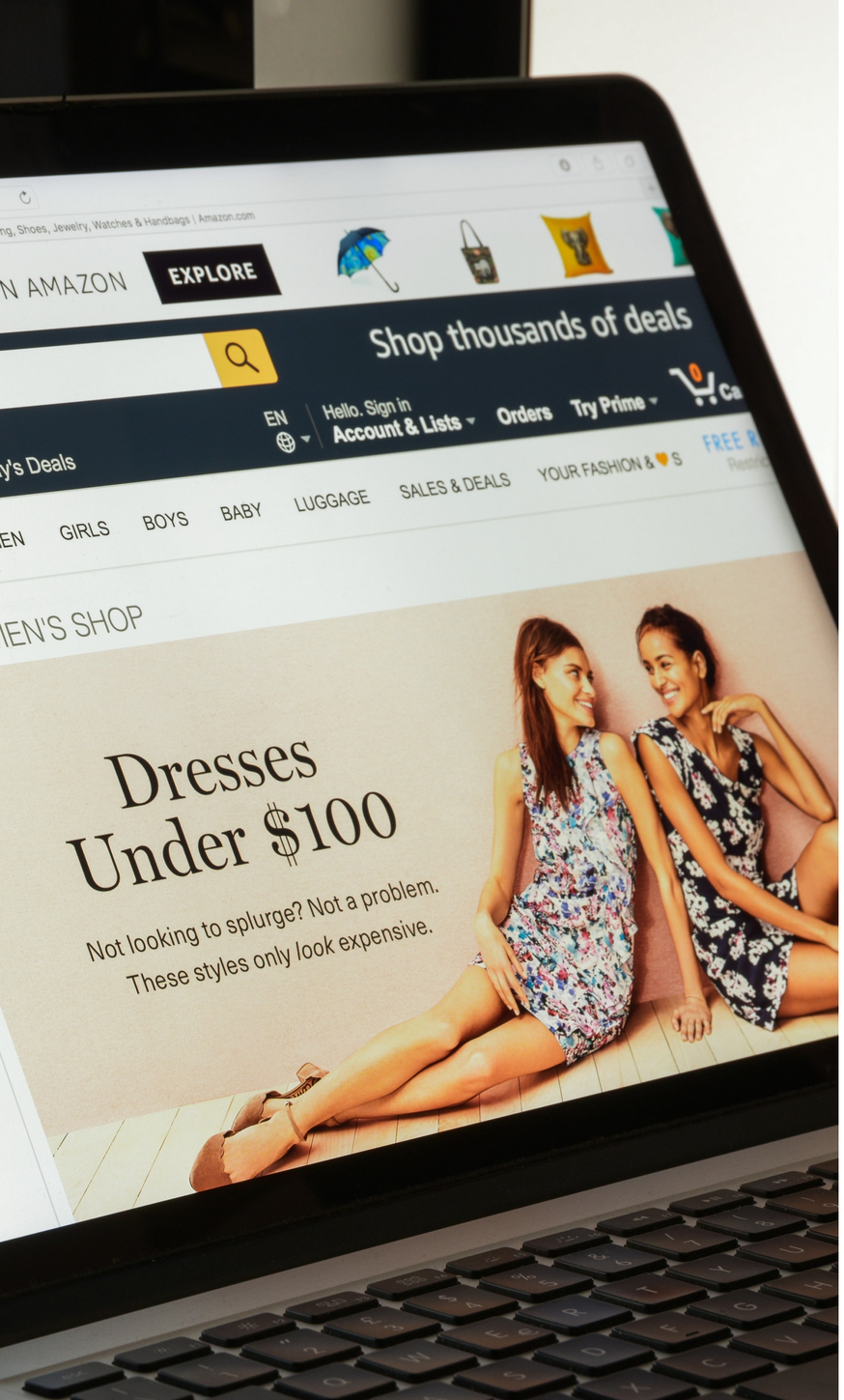
airbnb

facebook

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.

WHAT EXPECTATIONS DO OUR CUSTOMERS HAVE


EXPLORE
Shop thousands of deals
Hello. Sign in
Account & Lists
Orders
Try Prime
GIRLS
BOYS
BABY
LUGGAGE
SALES & DEALS
Dresses
Under $100
Not looking to splurge? Not a problem.
These styles only look expensive.

amazon

free listening
voice shopping
with Alexa and Echo
prime
start earning
5%
back
at Amazon.com with
a Prime credit card
prime
free delivery
video streaming
Corrugated
Recyclable

order
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WE DO THE PREP. YOU BE THE CHEF.
GOOD FOOD FAST

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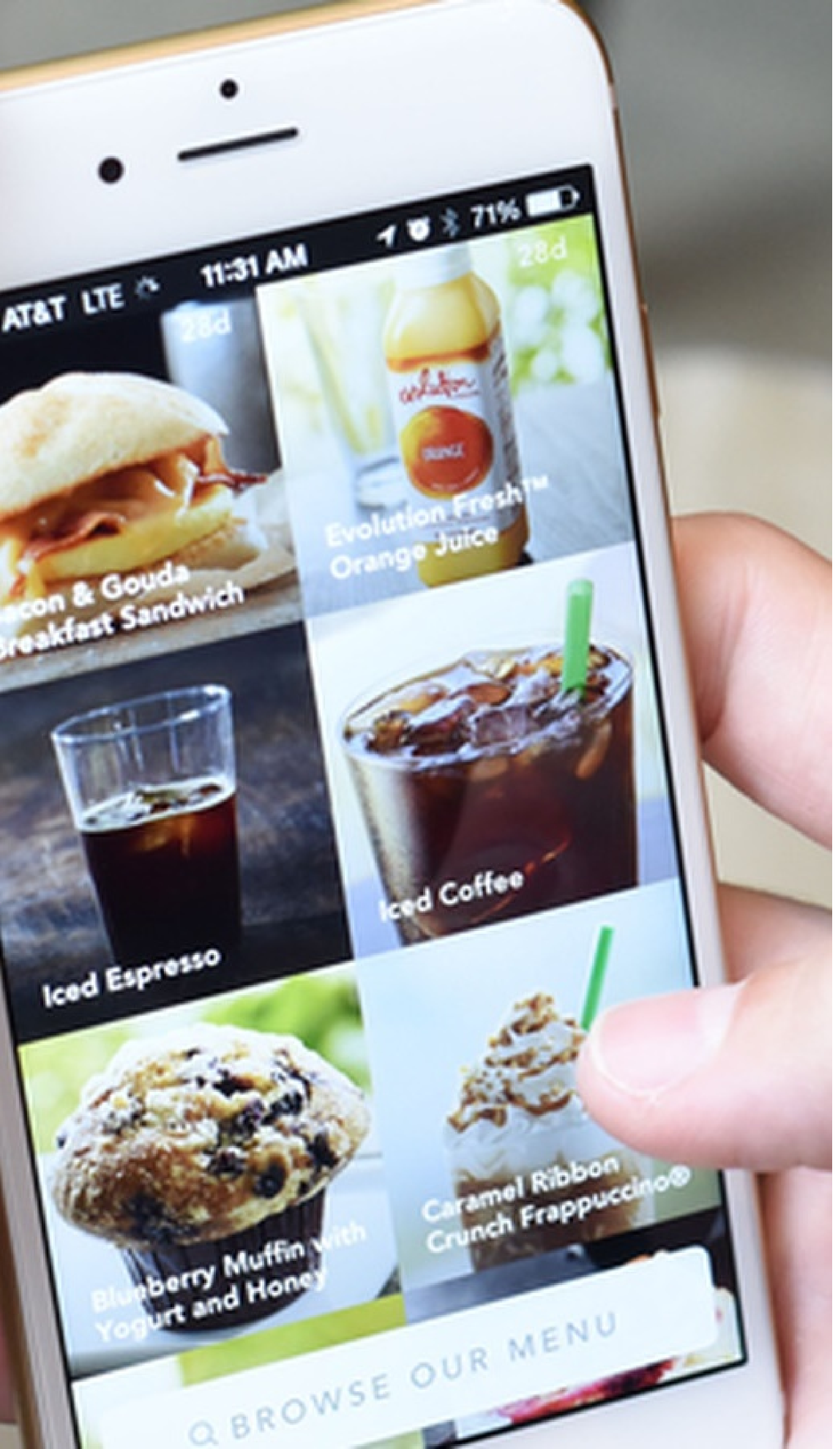
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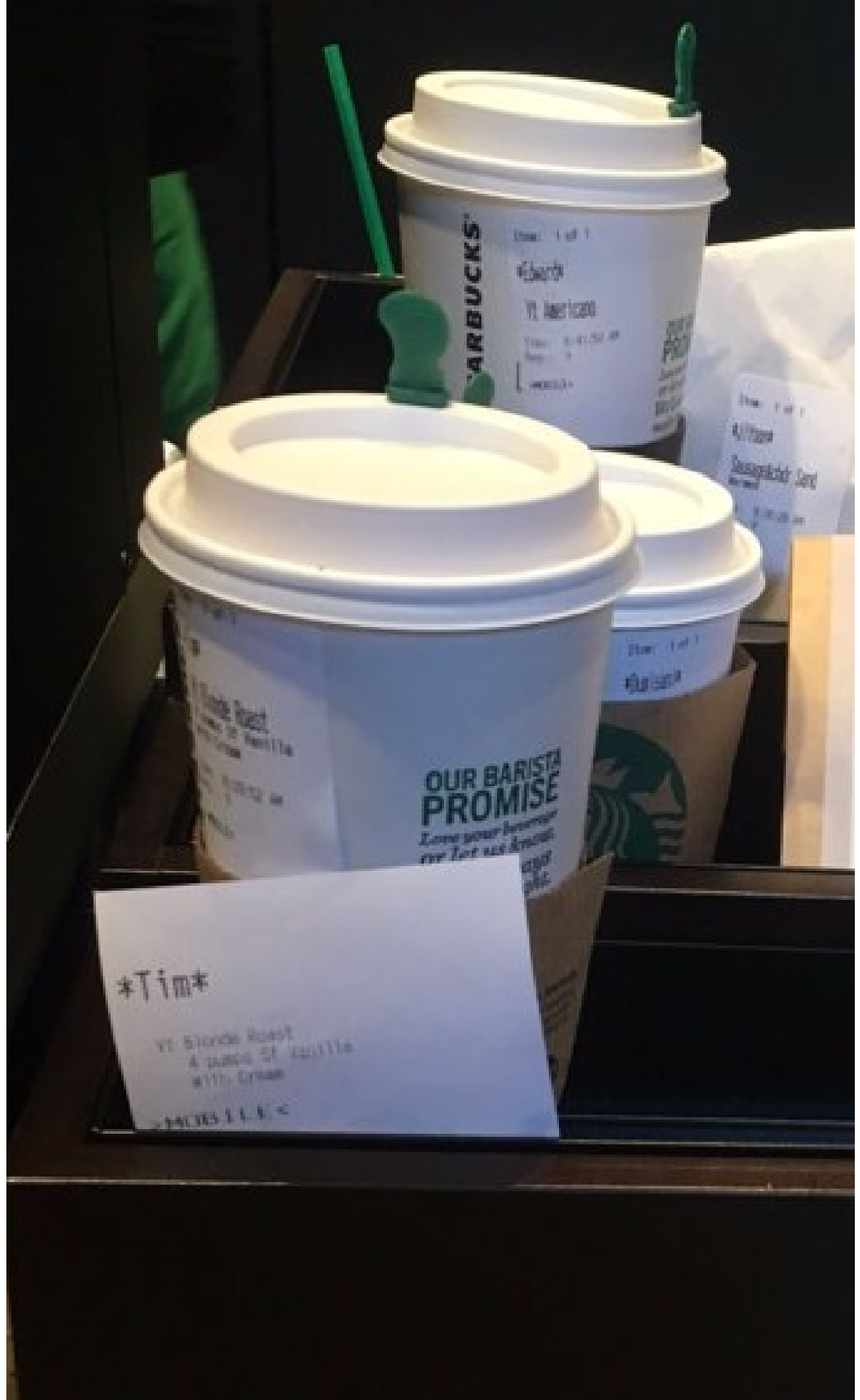
Evolution Fresh™
Orange Juice
Iced Coffee
Iced Espresso
Caramel Ribbon
Crunch Frappuccino®
BROWSE OUR MENU


OUR BARISTA
PROMISE

POSTMATES

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

WE HAVE A STRONG FOUNDATION

Cloud

Mobile

Data

Social

MOVING FROM

FOUNDATIONAL

TO

TRANSFORMATIONAL

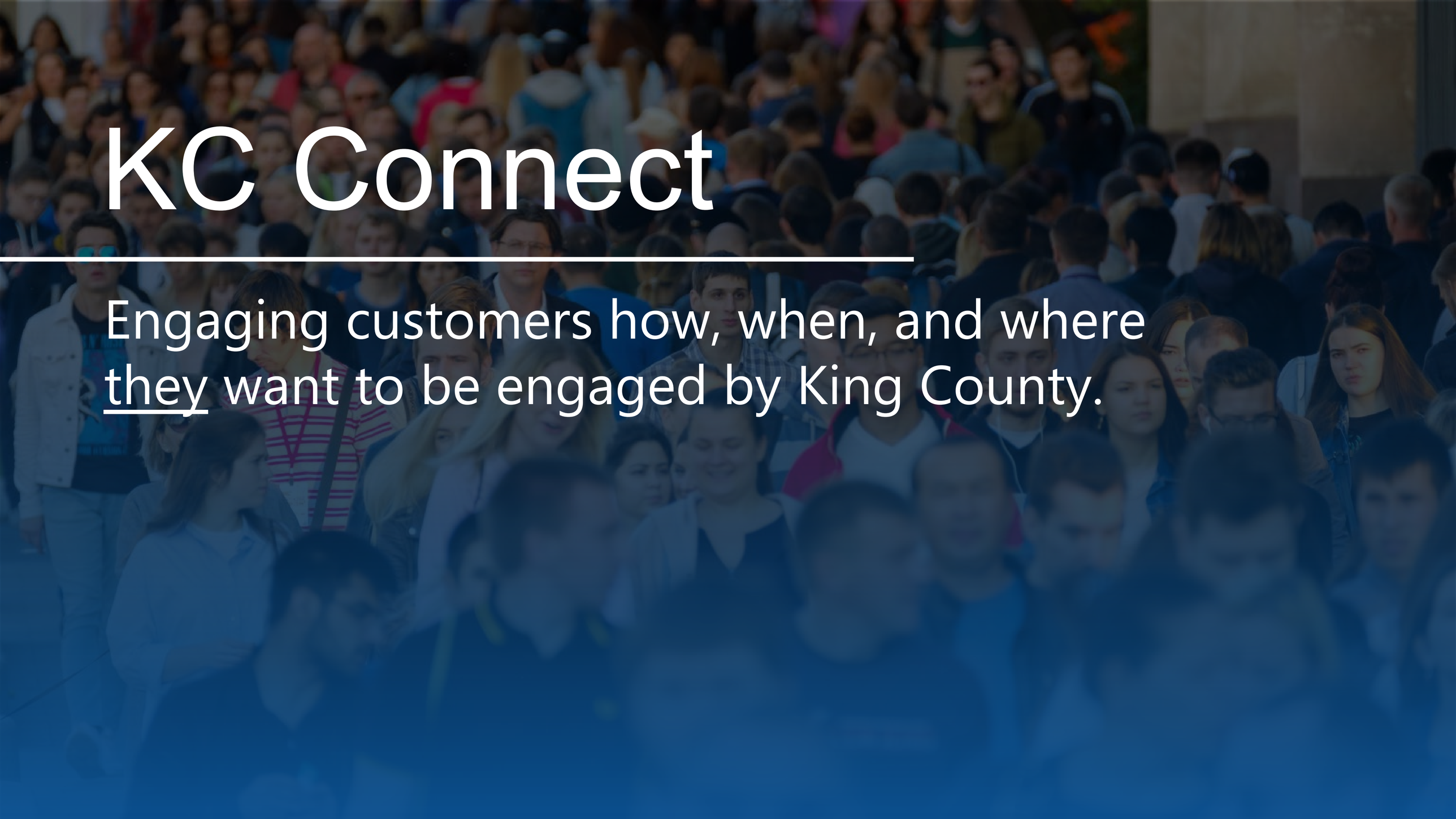
Unleashing data | Next Generation technology | KC Connect

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.



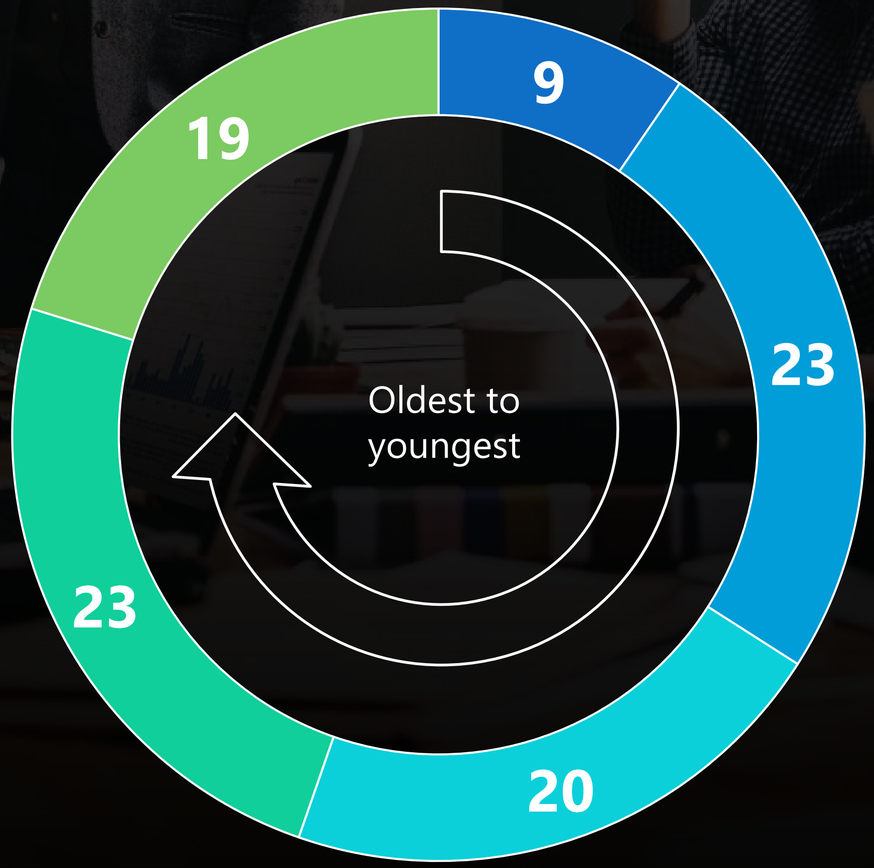
KC Connect

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

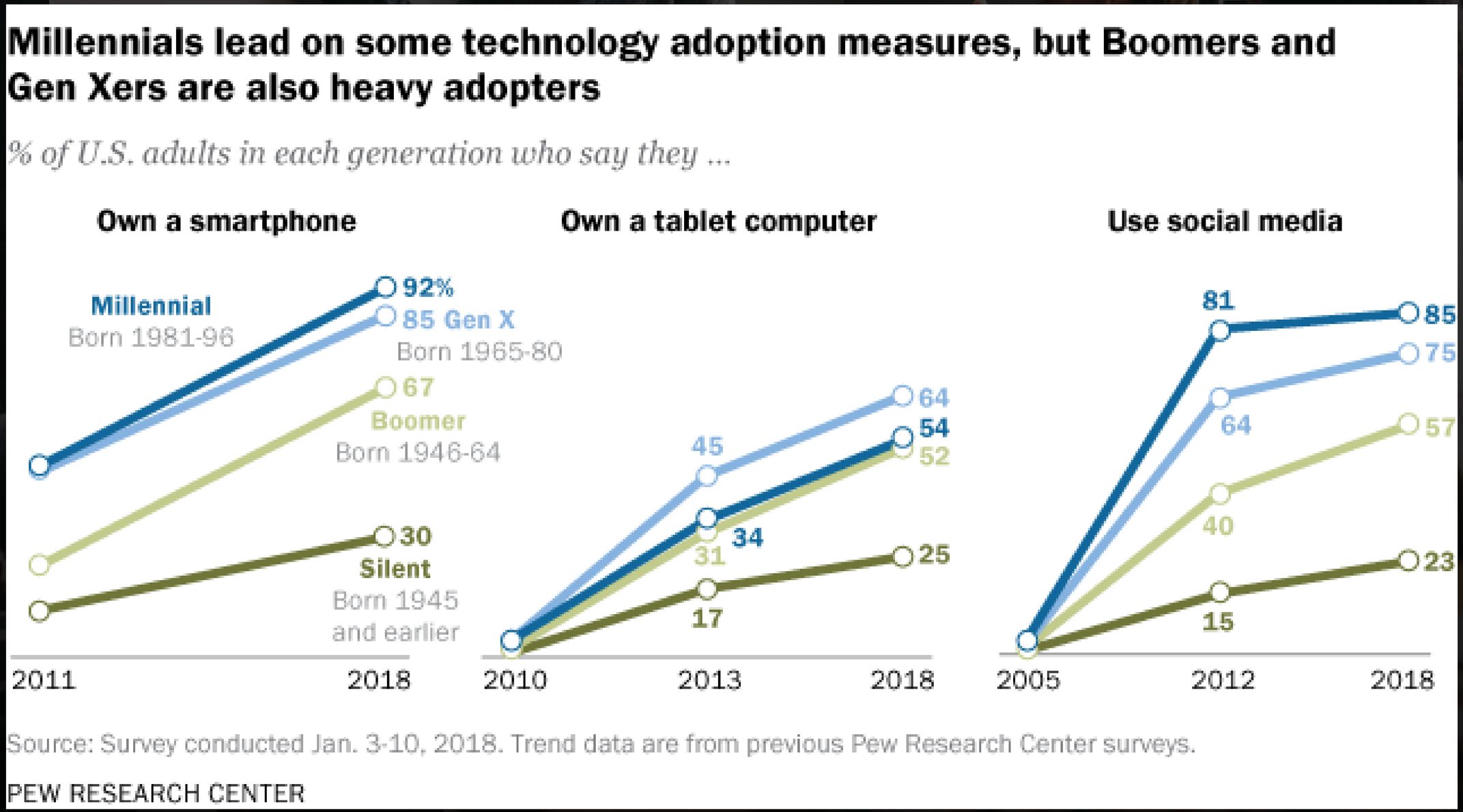
UNDERSTANDING OUR CUSTOMERS

KING COUNTY CUSTOMERS BY AGE

- The Silent Generation
- Baby Boomers
- Gen X
- Gen Y (millennials)
- Gen Z

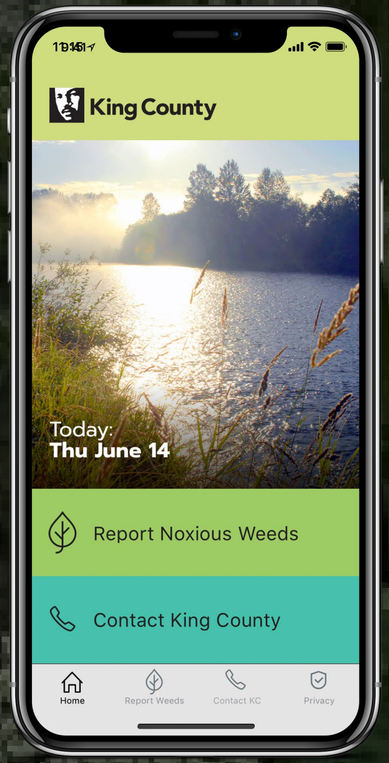


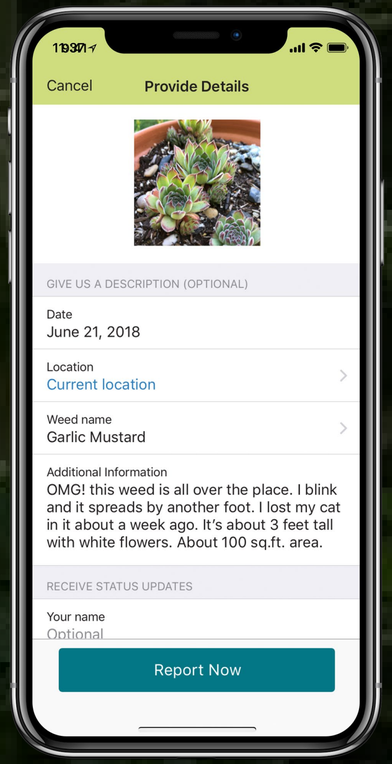
KING COUNTY CUSTOMERS BY ADOPTION



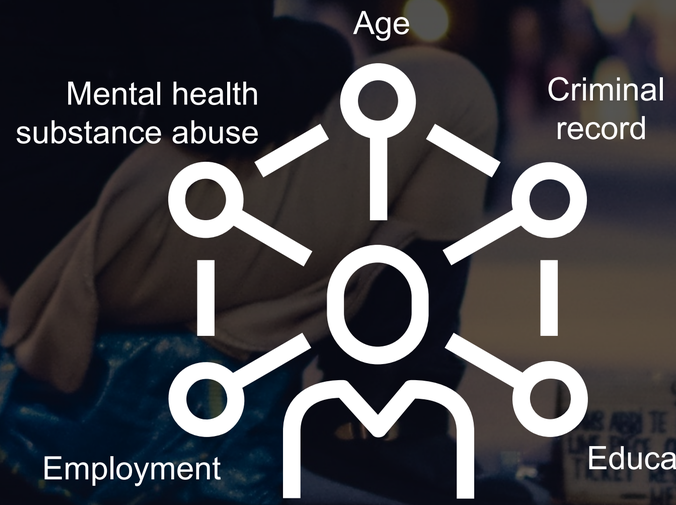
KING COUNTY INITIATIVES

CONNECTING WITH CUSTOMERS VIA MOBILE



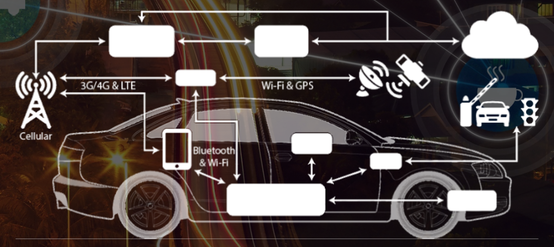


CONNECTING DATA FOR POLICIES LIKE HOMELESSNESS



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



ACTIVITY

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

#KCSAC2019

King County