![King County logo]

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

Jim Rogers
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
Director, Government Affairs at Microsoft

Saad Bashir
Chief Technology Officer
City of Seattle

Jason Weiss
CIO Sound Transit

James Weaver
CIO State of Washington

Clare Pedersen
Former Managing Director Slalom

Mark Ronaldson
Sr. Sales Manager, Amazon Web Services

Viggo Forde
CIO Snohomish County

April 5, 2019

#KCSAC2019

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 2018 Meeting**
10:35 am	**Strategic Information Technology Plan 2020 - 2023** • CIO Remarks • Members' Discussion and Advice
11:50 am	**Final Comments**
12:00 pm	**SAC Joint Picture & Social**

King County

Information Technology Governance

Strategic Advisory Council

April 5, 2019

Agenda and Materials
For SAC Advanced Review

Dear Strategic Advisory Council Members!

This is a brief summary of the upcoming meeting. For additional information, please contact Zlata Kauzlaric or Tanya Hannah. Thank you and we are looking forward to our meeting!

We will meet on April 5, 2019, 10 a.m. to noon at:

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

Please plan on arriving early enough before the meeting to meet and greet and get seated. We will start promptly at 10:00 am. Light refreshments will be available before, during and after the meeting. There will be a 30 minute social after the meeting. We will also take a joint SAC photograph.

Agenda and Materials

For SAC Advanced Review

We are asking the SAC to provide input to inform on the next King County Strategic Information Technology Plan (SITP). This is an interactive meeting where the members will be asked to provide their vision of the county's services in 2025.

Agenda

1) Opening Remarks
   Welcome, Introductions, Meeting Topics Overview, Recap of October 12, 2018 SAC Meeting

2) Technology Governance Awards
   We will present two technology awards – one award to a project/team for Delivered Value and the other award to a Technology Champion for their Vision and Leadership.

3) Strategic Information Technology Plan 2020-2023
   Following the County Chief Information Officer introductory remarks, SAC Members will provide their insight, advice and guidance on important trends as the county develops the next strategic technology plan to support and enable the delivery of government services for King County.

Major CIO Themes

The County CIO has identified three major technology themes to be the foundation of the next Strategic Information Technology Plan (SITP). They are:

KC Connect for "meeting people where they want to be"

Unleashing Data "to visualize issues/decisions, engage IoT, and continuously improve results"

Next Generation Technology for "building on our modern foundation"

Approach to Planning - Focus on the Future

The first task in creating the 2020-2023 Strategic Information Technology Plan (SITP) is to collect information from a wide set of sources that will assist King County with focusing on the future of technology in the County. This will involve understanding how technology can be used to support internal processes and how constituents in the County envision using technology to interact with the County. Developing an understanding of the future desired state from both an internal and external perspective will guide the development of the strategic framework for leveraging technology to meet these needs into the future. King County IT Governance groups, described in more detail in the Appendix at the end of this document, are critical to developing and aligning the future vision.

In March and April, the team will conduct interactive sessions with Business Management Council (BMC), the Technology Management Board (TMB) and the Strategic Advisory Council (SAC). The purpose of these meetings will be to solicit input into the technology vision and to better understand business drivers, critical customer needs, and how technology is being used to improve service delivery and direct customer services.

The team will leverage the expertise of the SAC to assist in evaluating technology trends that are having an impact on private and public sector organizations. The purpose of the evaluation will be to understand how emerging technology is changing the way services are delivered, and to explore how King County can best position and align technology investments to meet emerging needs.

Beyond the work with the TMB, BMC and SAC**,** the team will conduct outreach events across the County. The purpose of the outreach will be to understand citizens' perspectives on technology, and how constituents see technology enhancing their interactions with King County.

The focus of TMB and BMC meetings planned for August and September will be to review the draft SITP and to solicit feedback and direction to finalize the draft.

The final draft plan will be presented to the SAC at the meeting in October for review and endorsement. Following the SAC action, the report will be finalized and transmitted to King County Council for adoption.

Workshop Templates

We will facilitate the discussion using worksheets that will help you to prepare your remarks.

The templates will be used to help shape the discussion on the future direction for technology at King County. Internal SAC members should focus on their constituents and how technology can improve their experience with the County. Our external SAC members are asked to think about how they have seen technology used in other setting and how it could be applied to King County.

Internal Members could help us collect information on emerging citizen requirements, barriers to meeting those needs, and the unique characteristics of the county that can be used to overcome the barrier – the boosters.

INTERNAL SAC MEMBERS		King County Strategic Advisory Council Meeting, April 5 2019
THE GOAL	**THE BARRIERS**	**THE BOOSTERS**
In 2025, what will our customers need and expect from King County? What new services will we deliver?	What barriers must be overcome to achieve these goals?	What boosters (e.g. people, skills, technology, resources...) will enable King County to break down barriers and achieve these goals?

We ask our external members to focus their remarks on technology trends and their own experiences as the county customers.

EXTERNAL SAC MEMBERS		King County Strategic Advisory Council Meeting, April 5 2019
THE GOAL	**THE SERVICE MODELS**	**THE TECHNOLOGY**
In 2025, what do you as the customer (individually and in your organization) need and expect from King County? What new services will you want to have your local government deliver to you?	What new service delivery models are coming up, and can be leveraged for government?	Where is technology going and where will the County's technology need to be in 2025?
	Today, many industry leading organizations across sectors view themselves as technology companies. How should local government view itself related to technology and being a 'best run government'?	What strategies/technologies are critical to your organization's success in 2025 that the county should also be leveraging? What generational and diversity changes are you paying attention to that will have a significant effect on your organization by 2025 that the county should plan to address/leverage?

The templates are available later in the meeting packet and you may wish to use them to prepare your remarks in advance of the meeting and/or at the meeting.

TMB Input

The County CIO has identified three major technology themes to be the foundation of the SITP. They are:

KC Connect for "meeting people where they want to be"

Unleashing Data "to visualize issues/decisions, engage IoT, and continuously improve results"

Next Generation Technology for "building on our modern foundation"

Aligning to those themes, the TMB provided the following input that informed and aligned to the CIO's themes.

TMB Input

KC Connect
- No need to visit a county building or go downtown
- Equity of service
- Virtual hearings
- Real time translation / multi languages
- Self-service – Any service anywhere, any language, including payments
- Greater cross jurisdictional collaboration
- Same day voter registration
- All services accessible via a mobile device (phone)
- Eliminate the need to send printed materials (Voters' Guide) and provide citizen the ability to op in our out of the mailing
- Tailored end user experiences
- Personal documentation stored on a phone (e.g. driver's license)

Unleashing Data
- Public Transportation
- Homelessness
- Information that the public can understand
- Predictive analytics both internally and externally
- Serve as an unbiased authoritative source of information
- Intelligent forecasts

Next Generation Technology
- Mobile services and supporting backend infrastructure
- Remote working / Telecommuting
- Create work teams around telework
- Technology enabled transit
- Prepare for and harden for next generation of threats

Barriers

The TMB also identified a number of barriers to achieving the Vision for 2025

- Limited investment in technology
- HR policies
- Privacy and security
- Skill sets

- Recruiting the right skill sets
- Training and retaining employees
- Redundant and inflexible systems
- No clear roles and responsibilities
- Existing system complexity
- Silos and data sharing between county agencies
- Change business processes to leverage new and emerging technology
- Data is trapped
- Lack of standardization

We need the assistance of the SAC to help define the citizen needs and to frame the discussion on how King County should position technology to meet today's needs and be ready for the potential that technology can unleash in the coming years.

Appendix
King County Information Technology Governance

The purpose of Information Technology governance groups is to advise the County Executive and the County CIO in the establishment of countywide policies for information technology planning and management, and to provide central oversight for technology investments. The Office of the CIO manages a countywide Information Technology Governance structure, which consists of the following four (4) governing bodies: Strategic Advisory Council (SAC), Business Management Council (BMC), Technology Management Board (TMB) and Project Review Board (PRB). The objectives of these groups are to ensure business needs are adequately supported by value-added IT through collaboration with the county's business and technology leaders and external partners who provide input and guidance on strategy and investments.
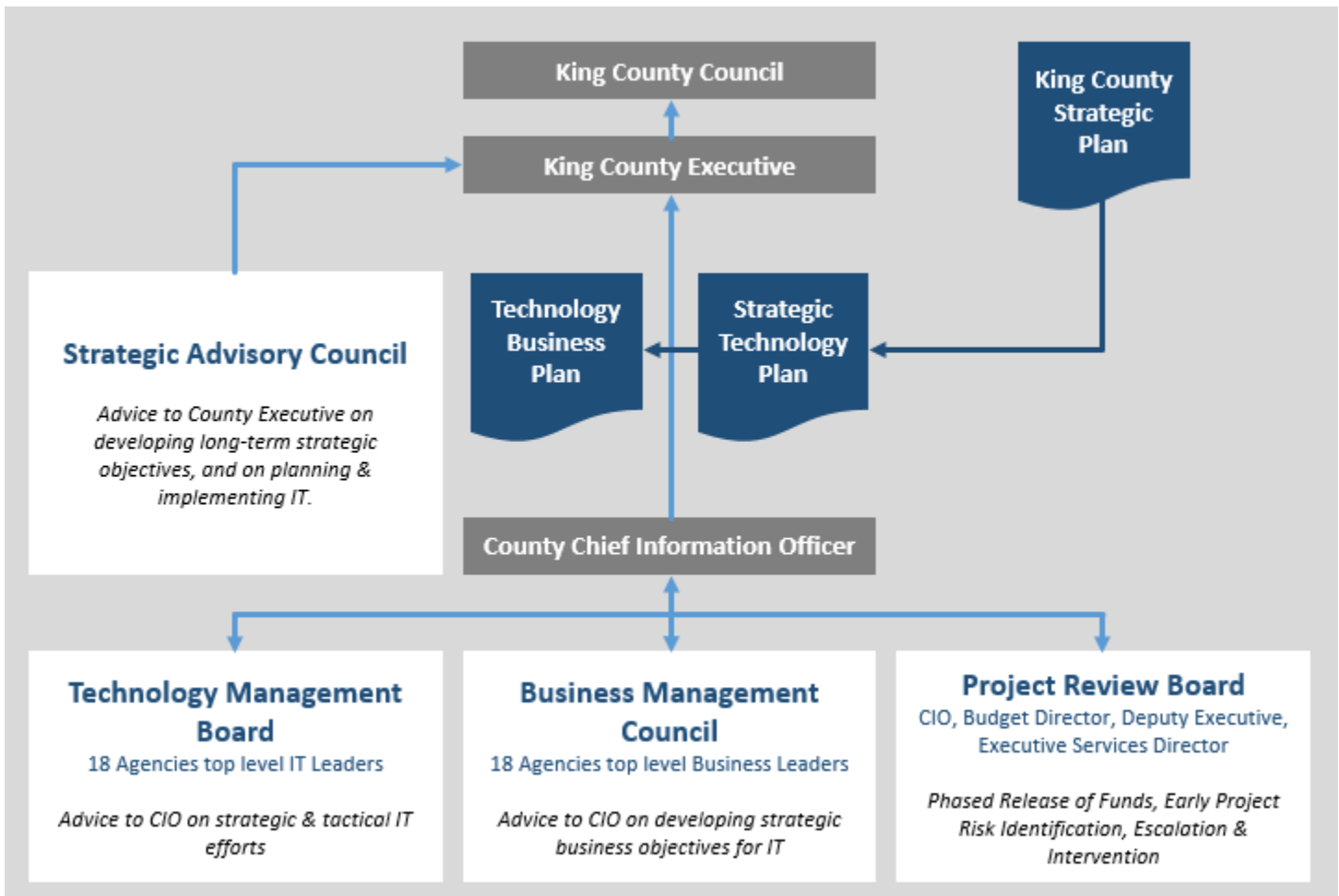
The King County TMB acts in an advisory capacity to the county's Chief Information Officer on technical issues including policies and standards for information security, applications, infrastructure and data management. The members are the King County CIO and agency information technology directors or managers designated by each agency's director and familiar with that agency's technology needs and operations. The County CIO chairs the TMB meetings. The TMB meetings are held monthly.

The King County BMC acts in an advisory capacity to the county's CIO in carrying out duties related to developing short-term, mid-term and long-term strategic objectives for information technology countywide. The BMC recommends information technology (IT) proposals for funding, and develops standards, policies and guidelines for implementation. The members are the King County CIO and agency deputy directors or business managers designated by each agency's director. The County Chief Information Officer chairs the BMC meetings. The BMC meetings are held monthly.

The King County SAC acts in an advisory capacity to the King County Executive in developing long-term strategic objectives and planning and implementing for information technology deployment countywide. The members include the King County Executive, two (2) representatives of the King County Council, the King County Sheriff, the King County Prosecuting Attorney, the King County Assessor, the King County Elections Director, the King County CIO, the presiding judge of the King County Superior Court, the presiding judge of the King County District Courts, and external advisors from the private and public sectors. The County Executive chairs the SAC meetings. The SAC meets typically twice a year in the spring and fall timeframes.

The King County PRB oversees the county's projects that leverage information technology. Project oversight focuses on early identification of risks, promoting project success and protecting the county's investments in those projects. The PRB is chaired by the County Chief Information Officer and the members are the Performance, Strategy and Budget Director, the County Chief Operating Officer, and the Director of the Department of Executive Services. The PRB reviews project status, plans, and progress and approves the release of funding so that projects can continue to completion. It advises on risks to project scope, schedule, and budget and provides assistance and support for successful project completions.

THE GOAL

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

THE BARRIERS

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 barriers and achieve these goals?

THE GOAL

In 2025, what do you as the customer (individually and in your organization) need and expect from King County? What new services will you want to have your local government deliver to you?

THE SERVICE MODELS

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

Today, many industry leading organizations across sectors view themselves as technology companies. How should local government view itself related to technology and being a 'best run government'?

THE TECHNOLOGY

Where is technology going and where will the County's technology need to be in 2025?

What strategies/technologies are critical to your organization's success in 2025 that the county should also be leveraging? What generational and diversity changes are you paying attention to that will have a significant effect on your organization by 2025 that the county should plan to address/leverage?