



# Strategic Advisory Council

March 30, 2021  
~Meeting Minutes~

# Strategic Advisory Council

## Semi-Annual Meeting

### Sign-In Sheet

30 March 2021

1:00 P.M. to 3:00 P.M

Virtual: Zoom Meeting

[#KCSAC2021](#)

## KING COUNTY MEMBERS

Name	Title	Agency	Present
Dow Constantine	King County Executive	Executive's Office	
Dwight Dively	Director, Performance, Strategy and Budget	Executive's Office	X
Kathy Lambert	Council Member	King County Council	X
TBD	Council Member	King County Council	
Susan Mahoney	Presiding Judge	District Court	X
Jim Rogers	Presiding Judge	Superior Court	X
John A. Wilson	Assessor	Assessor	X
Dan Satterberg	King County Prosecutor	Prosecuting Attorney	Leesa Manion
Mitzi Johanknecht	Sheriff	King County Sheriff's Office	X
Julie Wise	Elections Director	Elections	X
Tanya Hannah	Chief Information Officer	King County Information Technology	X

## PRIVATE / PUBLIC SECTOR MEMBERS

Name	Title	Agency	Signature
Michael Mattmiller	Director of Government Affairs	Microsoft	X
Mark Quimby	Acting Director and CIO	State of Washington	X
Jason Weiss	Chief Information Officer	Sound Transit	X
James Weaver	Chief Information Officer	State of North Carolina	X
Viggo Forde	Chief Information Officer	Snohomish County	X
Gretchen Peri	Practice Director	Slalom	X
TBD	Director of Information Technology	King County Library System	
Mark Ronaldson	Director	Amazon Web Services	X
Gary Leaf	CIO	King County Housing Authority	X

## BMC MEMBERS

BMC MEMBERS	AGENCY	MEMBER	ALTERNATE	ALTERNATE ATTENDEE
Tanya Hannah, Chair	Information Technology, KCIT	X		
Steven Larsen / Mike West	Adult & Juvenile Detention, DAJD			
Al Dams / R. Watson	Assessments, DOA			
Kerry Flory / Josephine Wong	Community & Human Services, DCHS			
Terra Rose	County Council, KCC	X		
John Backman / Mike Crippen	Department of Local Services, DLS			
Othniel Palomino	District Court, KCDC	X		
Kendall LeVan Hodson	Elections, KCE	X		
Tom Koney	Executive Services, DES			
Jeff Scheeringa	Human Resources, DHR	X		
George Vida	Information Technology, KCIT	X		
Teresa Bailey	Judicial Administration, DJA			
John Resha	Metro Transit, MTD			
Lorraine Patterson	Natural Resources & Parks, DNRP			
Helene Ellickson	Performance, Strategy & Budget	X		
Nicole Franklin	Prosecuting Attorney, PAO	X		
Stephen Weidlich	Public Defense, DPD	X		
Maria Wood	Public Health, DPH			
Bryan Howard	Sheriff		X	Lynda Kamrath
Linda Ridge	Superior Court			
<b>TOTALS:</b>		10		
		<b>50%</b>		



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**TMB MEMBERS**

TMB Members	Agency	Member	Alternate	Alternate (Name)
Tanya Hannah, Chair	Information Technology, KCIT	X		
Mike West / Molly Cherkin	Adult & Juvenile Detention, DAJD	X		Molly Cherkin
Hoang Nguyen / Mai Trinh	Assessments, DOA			
Geir Engelsvold	Community & Human Services, DCHS	X		
Janine Weihe / Brent Rash	County Council, KCC		X	Terra Rose
Velma Kelly / Jeff Scheeringa	Department of Human Resources, DHR	X		
John Backman / Patrice Frank	Department of Local Services, DLS	X		
Enrique Kuttemplon	District Court, KCDC	X		
Margaret Brownell / Ekachai Tuntikanokporn	Elections, KCE			
Gloria Allmon / Tim Morrow	Executive Services, DES	X		
John Klein	Information Technology, KCIT	X		
Shuyi Hu	Judicial Administration, DJA			
Alexander Rampley (interim)	Metro-Transit, MTD			
Judy Hairston / Patrice Frank	Natural Resources & Parks, DNRP	X		
Jim Walsh / Jim Record	Performance, Strategy & Budget, PSB	X		
Nicole Franklin	Prosecuting Attorney, PAO	X		
Molly Cherkin	Public Defense, DPD		X	Stephen Weidlich
Diep Nguyen	Public Health, DPH			
Lynda Kamrath	Sheriff, KCSO	X		
Andy Hill	Superior Court, KCSC			
<b>TOTALS:</b>		14		
		70%		



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**WELCOMED GUESTS AND OTHER ATTENDEES**

<b>Name</b>	<b>Title</b>	<b>Agency</b>	<b>Present</b>
Mike Kaser	Chief Information Security Officer	KCIT	X
Rhonda Mendel	Executive Assistant	KCIT	X
Elaine Porterfield	IT Communications Manager	KCIT	X
Zlata Kauzlaric	IT Governance Manager	KCIT	X
Jennifer Hsu	IT Portfolio Manager	KCIT	X
Syrena Ogden	IT Project/Program Manager	KCIT	X
Shannon Smith	Chief of Staff	KCIT	X
Pam Shales	IT Enterprise Manager III	KCIT	X
Debbie Bertlin	Public Sector	Slalom	X
Natasha Jones	Director Customer Service	Executive Office	X
Michael Tu	IT Enterprise Manager II	KCIT	X
Stephen Heard	Chief Technology Officer	KCIT	X
Temujin Baker	IT Enterprise Manager III	KCIT	X



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**The meeting started at 1:00 PM**

King County Director of Performance, Strategy and Budget, Dwight Dively chaired the meeting.

**Welcome and Introductions** **1:00 PM**

- Tanya Hannah welcomed the SAC and attendees to the meeting and introduced Dwight Dively as the chair of the meeting. Each SAC member (or delegate) introduced themselves.

**Opening Remarks** **1:10 PM**

- Dwight Dively delivered opening remarks. He welcomed the SAC members and guests. Dwight expressed appreciation for their work and participation in SAC. He discussed the role of technology in achieving the mission of “Making King County a welcoming community where every person can thrive.” The pandemic has had an impact on all of us – underserved communities in particular.

**Recap of October 2020 meeting** **1:25 PM**

- Zlata Kauzlaric provided a recap of the October 2020 meeting.
  - The SAC recognized projects nominated for 2020 award for their contributions to advance KC strategic goals. We typically have Tech awards at our spring meeting; due to COVID last year we cancelled March mtg and moved the awards to October meeting.
    - The two projects that shared the first place made significant contributions in helping our communities. They are Digital Evidence and Senior Property Tax Exemption.
  - The CIO has recognized King County agencies and departments for their response to pandemic and for their quick actions, commitments to service delivery, employee support, and amazing partnerships we all have experienced.
  - The main topic of the meeting was how we, as the government, can and should quickly adjust to the new challenges and new realities to continue to serve all our communities - and specifically - where it is the most needed.
  - The Spotlight topic was Cybersecurity. Mike Kaser, the County's CISPO, talked about how the County is thinking and responding to security and privacy threats. SAC members discussed cybersecurity and privacy threats they see and what else the County should be doing.

**Impact 2021** **1:30 PM**

- Tanya Hannah introduced the topic of the meeting – Impact 2021.
  - Tanya discussed the events that have happened since the last SAC meeting in Oct 2020: election, inauguration, vaccine, economic recovery, weather events. Optimism in 2021 has been tempered.
  - The pandemic has accelerated the need to implement the strategic plan and vision.
  - There are three trends
    - Investments in impactful technology

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- Powerful partnerships with public, private and non-profits
  - Technology as nice to have has become mission critical overnight
- Omni-channel is emerging.
- The power of partnerships – the work in King County is an example of connected communities, data, and government.
- Tanya posed a question to the SAC members: How do we system our momentum and continue to make an impact?
  - Gretchen Peri mentioned that she would love to see the humanization of government continue. i.e. caring about safety, jury selection, court video, other things that are being done to allow people not to come downtown.
  - Viggo Forde said that it comes down to culture. Snohomish County allows flexibility of the work environment. There is a need to support the workforce, maintain helping people understand how to use technology.
  - John Wilson gave an example of the Department of Appraisal weekly all hands meeting. This provides an opportunity to reach out and see what's happening. There has been a 300% increase in applications for the senior exemption program. This has made a tangible impact on peoples' lives, in that 5,000 people now qualify for the top exemption. There is a way to build community virtually.
  - Michael Mattmiller provided two thoughts: 1) there is reflection to be done about how governments were or were not successful and how to move forward from there. King County was in digital transformation before the pandemic started. 2) Cybersecurity is important. Research shows that phishing is up 6-fold. Employees need to be educated.
  - Jim Weaver mentioned that the ARP funding was a great opportunity for right now...but it is a one-time funding and we need to look at 5-year service lifecycles.
  - Mark Quimby said that the public private partnership has been amazing. Washington state is one of four states leading cybercriminal local resources unified response.
  - Councilmember Kathy Lambert mentioned wanting to make improvements in 1) the court of the future, 2) broadband, 3) cybersecurity, 4) analytics from the permitting department. Need to keep pace with expected norms.
  - Sheriff Johanknecht mentioned she is interested in the impact on people on evictions when the moratorium ends. Additionally, she is concerned about the future of cybercrime.
  - Judge Rogers expressed concern on possible backlogs in the court system. They have a lot of pending cases.
- Tanya ended this section and transitioned to next agenda item.

### **Spotlight: Supporting Individuals and Strengthening Communities 2:00 PM**

- Tanya Hannah introduced the next topic – a spotlight on the work that the County has done to support individuals and strengthen communities.
  - Natasha Jones presented the work that customer service has done with omni-channel engagement (web, chat, text, social, voice).
    - She described how they looked at how to adapt services. It was an iterative process.
    - A big question that was asked was who is not being served? Who has a barrier?



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- There was an increase in self-service so that the focus could be on people who need help more – such as seniors and people with language barriers.
- They developed a chatbot which increased access to services.
- John Klein presented work that was done with Amazon.
  - The work was done with AWS for enabling chatbots for self-service vaccine scheduling.
  - Multichannel interaction – webpage, voice bot, text bot, social channel.
  - John described the impact – resolving on 1<sup>st</sup> contact quicker, digital equity impact, integration with other platforms and channels we have in place – reuse a lot more easily.
- Shannon Smith discussed the Microsoft partnership for implementing a new vaccination scheduling system.
  - There is work being done with Microsoft consulting and the product team. They are also partnering with DCHS and DPH for mass vaccination sites.
  - The plan is for it to be multichannel and multi-use.

### **SAC Breakout Rooms**

**2:30 PM**

- At this point in the meeting, the SAC members broke out into three break-out groups in Zoom, to discuss the question “How do we get people back into communities and work safely with the help of technology?”

### **SAC Breakout Room Debrief**

**2:50 PM**

- Tanya facilitated a debrief from the breakout sessions asking various SAC members the feedback from their breakout session.
  - Gretchen talked about advances in King County. The relaxation of administrative steps has enabled us to move at a greater pace.
  - Viggo mentioned there is an opportunity to collaborate more. To find ways to support people who aren't digital – support should be agnostic. Things are going to be different, there will be a different way of working going forward.
  - Michael expressed the importance of sustainability. This is not a one-time infusion.
  - Jim said we should focus on the last user, not the last mile.
  - Kathy Lambert said we need to make sure everyone has access to internet.
  - Shannon said that not only digital equipment is important, but also user trust.
  - Natasha said that there is a big chasm between people with different skillsets and knowledge.
- Tanya thanked everyone for their feedback. She added that we are all vested in economic recovery.

### **Final Comments**

**2:55 PM**

- Tanya thanked the members for coming.
- A Zoom picture was taken of the SAC attendees.





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**Tanya Hannah adjourned the meeting at 2:55 PM.**