



STRATEGIC ADVISORY COUNCIL

October 15, 2021

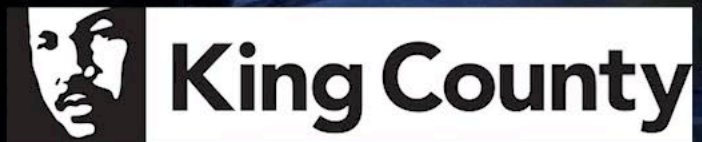
The meeting will start shortly.

#KCSAC2021



King County Employees

*Serving Communities, Supporting Our Employees,
Working with our Partners*





Let's get started

Introductions



Tanya Hannah

King County
Chief Information Officer

SAC Members

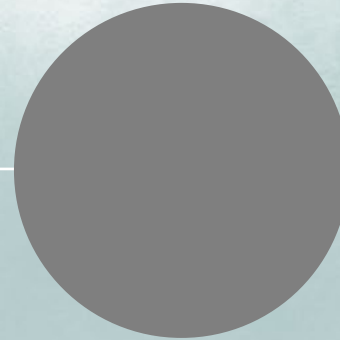
King County



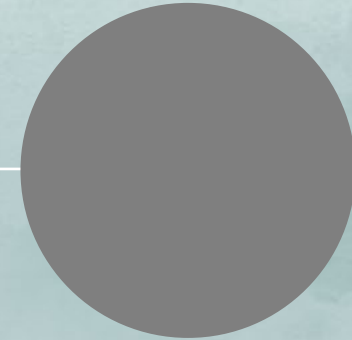
Dow Constantine
King County
Executive SAC Chair



Tanya Hannah
King County
Chief Information Officer



TBD
King County
Councilmember



TBD
King County
Councilmember

SAC Members

King County



Mitzi Johanknecht
Sheriff



Jim Rogers
Superior Court
Chief Presiding Judge



Dan Satterberg
Prosecuting Attorney



Susan Mahoney
District Court
Chief Presiding Judge



John Wilson
Assessor



Julie Wise
Elections
Director

SAC Members

Private & Public Sector



Jason Weiss
Sound Transit
CIO



Michael Mattmiller
Microsoft
Senior Director, State
Government Affairs



Bill Kehoe
State of Washington
CIO



Gary Leaf
King County Housing Authority
CIO



Mark Ronaldson
Amazon Web Services
Senior Sales Manager



James Weaver
State of North Carolina
CIO



Viggo Forde
Snohomish County
CIO



Gretchen Peri
Slalom
Senior Director



Sergio Razo
King County Library System
Director, Information
Technology Services



Today's Agenda

10:00 am Welcome & Introductions

10:10 am Opening Remarks

10:20 am Recap of March 2021 Meeting

10:25 am Future Ready IT Plan

11:10 am Future of Work is Now

11:50 am Final Remarks



Welcome

Opening Remarks



Dwight Dively

King County
Chief Operating Officer

Opening remarks

Welcome!

SAC members appreciation and thank you!

The pandemic is permanently changing how the County delivers services:

- Continued teleworking for employees
- Consolidated customer service center
- Court-related services



Let's recap

March 2021 SAC Meeting



Zlata Kauzlaric
King County
IT Governance Manager

March 30, 2021 SAC Meeting



Impact 2021

- Investing in Impact
- Power of Partnerships
- Mission-Critical Technology

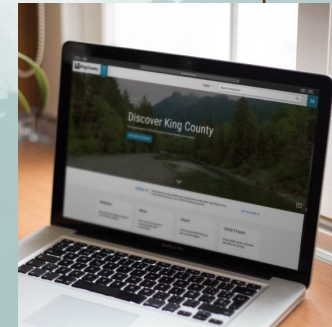
SAC Discussion:

How do we sustain our momentum and continue to make an impact?

2020-2023 Strategic IT Plan



**Connected
Communities**



**Connected
Data**



**Connected
Government**

Spotlight:

Supporting Individuals and Strengthening Communities

- A Lasting Impact on Individuals and Communities
- Vaccine Management
 - Equity and Social Justice
 - Partnerships

SAC Discussion:

What is Possible? How do we get people back into communities and work safely with the help of technology?



Photo: Ken Lambert / The Seattle Times



2021 Update

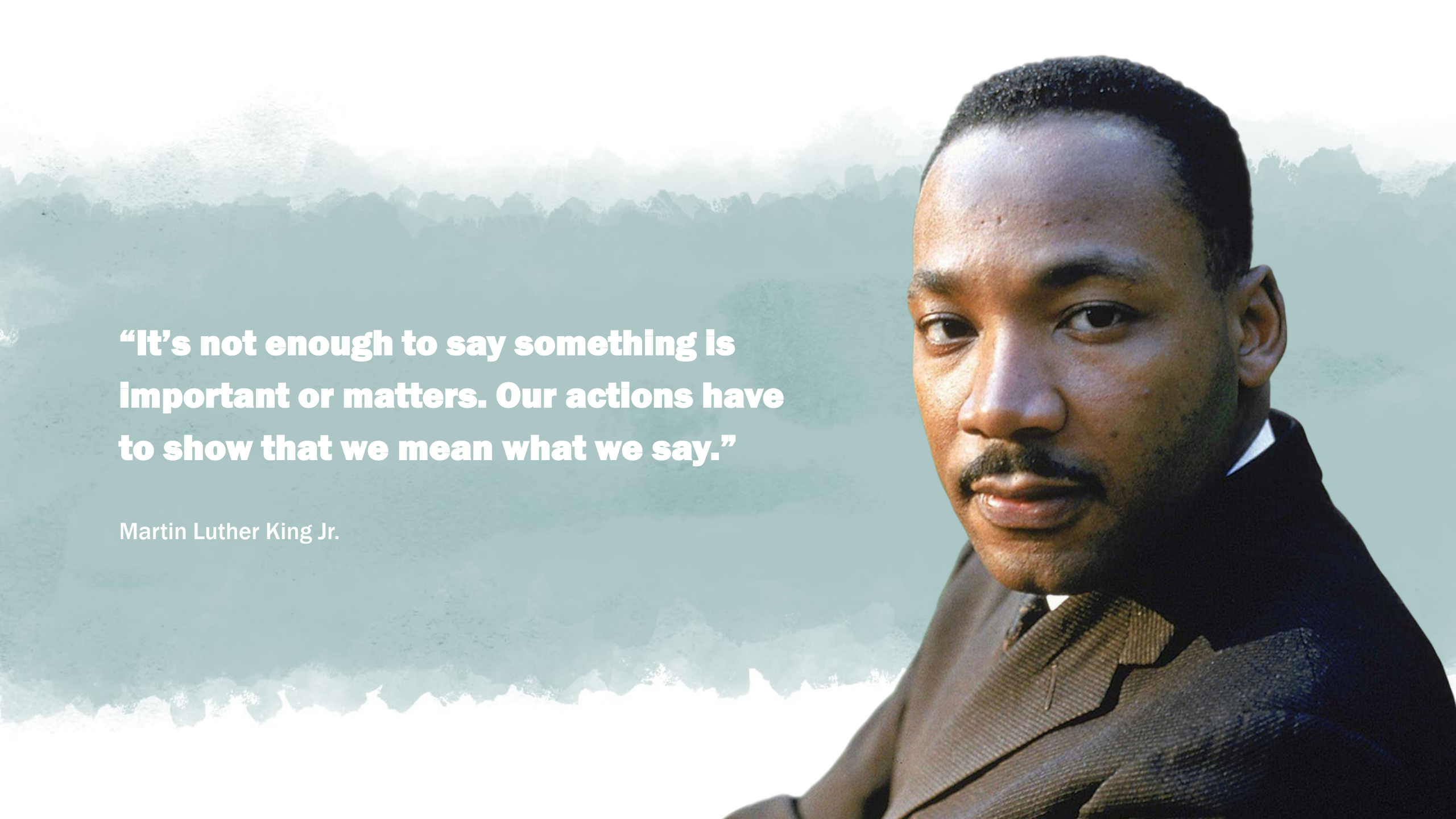
Future Ready IT Plan



Tanya Hannah

King County

Chief Information Officer



“It’s not enough to say something is important or matters. Our actions have to show that we mean what we say.”

Martin Luther King Jr.

Connected Communities

- Improving online customer experiences
- Providing critical information to the public
- Helping those vulnerable to eviction and housing issues
- Expanding the availability of digital services
- Implementing a one-stop service facility downtown
- Helping local businesses through the pandemic
- Partnering with public and private organizations to assist those in need



Video - Connected Communities

Video link accessible to internal King County (0 – 6:07 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Caroline Whalen – Director, Executive Services / CAO
- Lorraine Patterson – Harris – CAO, DNRP
- Teesha Bailey – Administrator, DCHS
- Ernest Kandilige – Division Director, Finance and Administration, MTD

Connected Data

- Integrating data from multiple departments
- Making data more accessible
- Transforming how the County collects and manages data from service providers
- Integrating operational data for dashboarding and decision-making
- Eliminating paper processes and duplicate data entry
- Using data to prioritize critical services and safety equipment
- Securing our data and ensuring continuity of operations



Video - Connected Data

Video link accessible to internal King County (6:17 – 11:50 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Amy Laurent – Epidemiologist, Public Health
- Steven Laurent – Division Director, Administration Services, DAJD
- Jennifer Coldiron – Director of Impact and Data Strategy, DCHS
- Mary Beth Short – Division Director, Central Employee Services, Department of Human Resources

Connected Government

- Improving the experience of doing business with the County
- Upgrading critical infrastructure
- Improving employee experiences
- Investing in digital employee development
- Modernizing our internal applications to support hybrid work
- Enabling enterprise views through cross department data integration
- Collaborating with public and private partners



Video - Connected Government

Video link accessible to internal King County (11:54 – 20:02 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Reena Jackson – Change Manager, Finance and Business Operations Division
- Chief Harold Scroggins – Fire Chief, Seattle Fire Department
- Laura Ueland – Executive Director, Valley Communications Center 911
- Jeff Scheeringa – Senior Special Projects Manager – Department of Human Services

Your advice

**What is
possible?**

All Members:

What other business service improvements
should we consider in the near term?

Break Out SAC Discussion

What other business service improvements should we consider in the near term?

Report Out SAC Discussion

What other business service improvements should we consider in the near term?



Looking forward

Future of Work is Now



Tanya Hannah

King County
Chief Information Officer



Making Valuable Investments



Delivering Great Experiences



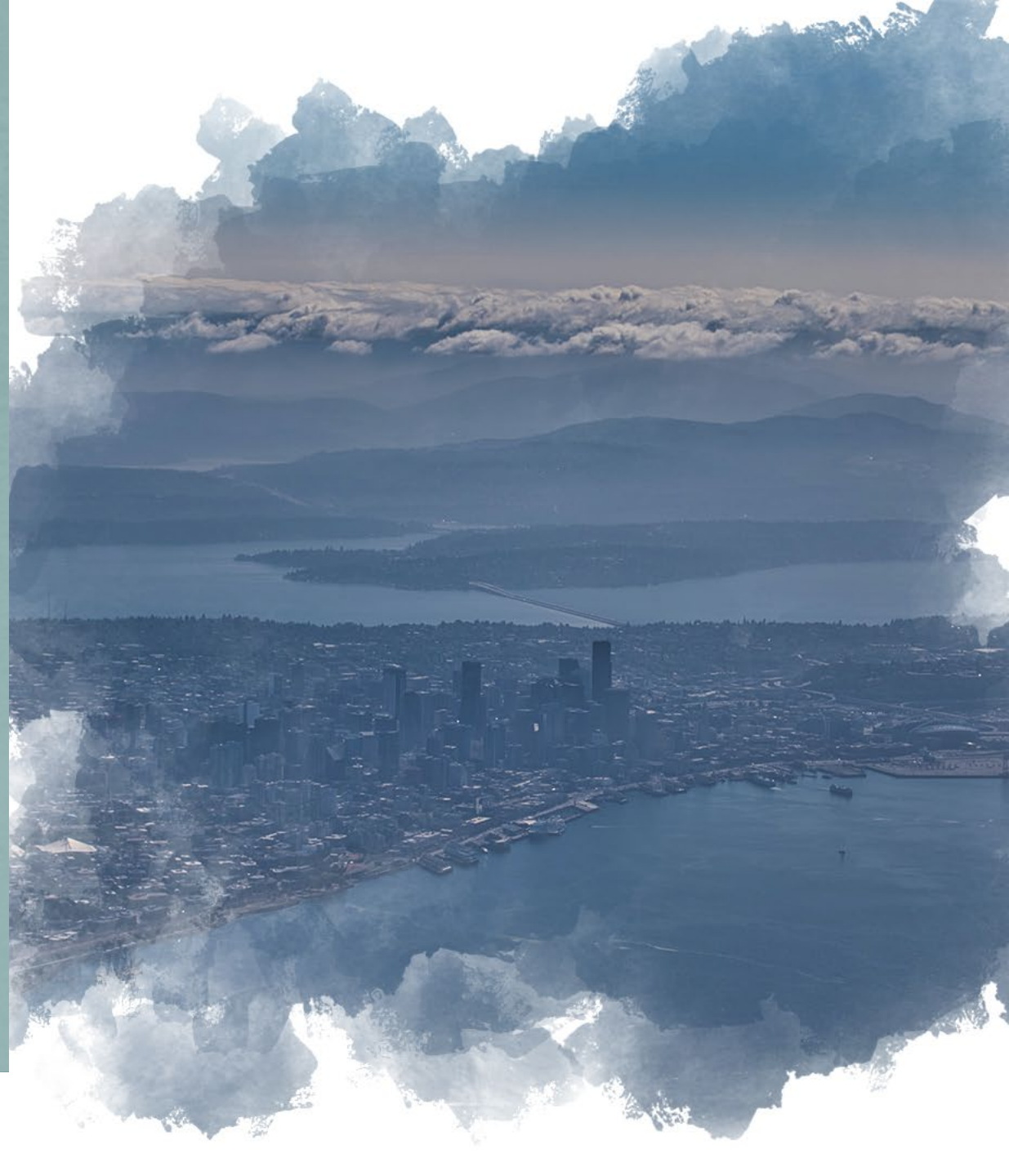
Transforming Our Delivery



With Equity and Inclusion for All

Making Valuable Investments

- Modernizing applications
- Flexible and extensible PaaS solutions
- Data analytics tools and capabilities
- Upgrading critical infrastructure
- Enterprise data inventory
- Process automation tools
- Moving applications and data to the cloud



Video – Making Valuable Investments

Video link accessible to internal King County (20:08 – 23:15 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Jeremiah Sullivan – Applications Developer, Master, KCIT
- Will King – Data Scientist, KCIT
- Paul Alley – Solution Architect – Data, KCIT

Delivering Great Experiences

- Digitizing services and products for our customers
- Remote work tools for employee collaboration, communication, and data access
- Building community preparedness and resiliency
- Modernizing legacy applications
- Contactless technologies
- Enabling employees to work safely both on-site and remotely
- Security and privacy tools and policies



Video – Delivering Great Experiences

Video link accessible to internal King County (23:18 – 25:32 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Jame Wong – Desktop Architect, KCIT
- Kevin Jerrigan – IT Systems Specialist, KCIT

Transforming Our Delivery

- Becoming a product-focused organization
- Implementing new software engineering methodologies
- Leveraging the latest technology to build, deliver, and scale applications
- Building for interoperability across multiple platforms and cloud providers
- Improving business processes through technology automation



Video – Transforming our Delivery

Video link accessible to internal King County (25:34 – 29:40 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Michelle Loseke – Product Manager – Modern Workplace, KCIT
- Edin Palic – Solution Architect, KCIT
- Mike Dunphy - Cloud & Compute Solution Architect, KCIT

With Equity & Inclusion for All

- Inclusive design for our diverse customers
- Omni-channel customer service
- Enabling all employees to thrive regardless of work location
- Providing critical information to the public
- Delivering insights needed to make fair and equitable decisions for all those we serve



Video – With Equity and Inclusion for All

Video link accessible to internal King County (29:44 – 33:20 min):

<https://web.microsoftstream.com/video/5629da12-2cb2-42dc-9678-56fbc2ec8d50?list=studio>

- Matthew Adleberg – Systems Architect, KCIT
- Kirthi Kumar – Web Developer, KCIT
- Michelle McKeag – Solution Architect – Data, KCIT
- Caroline Whalen – Director, Executive Services / CAO

Open Mic

**SAC
Discussion**

All Members:

What other technologies should the County consider investing in to continue delivering great experiences, while improving equity and inclusion?

Open Mic SAC Discussion

What other technologies should the County consider investing in to continue delivering great experiences, while improving equity and inclusion?

Before you go

Final Remarks



Tanya Hannah

King County
Chief Information Officer



Thank You!

SAC Virtual Social Hour to Follow

#KCSAC2021

