

Strategic Advisory Council

October 2022

The meeting will begin shortly.



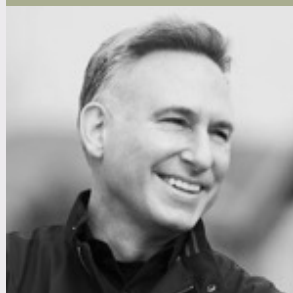
Welcome & Introductions

David Mendel

King County Interim Chief Information Officer



King County SAC Members



Dow Constantine
King County
Executive SAC Chair



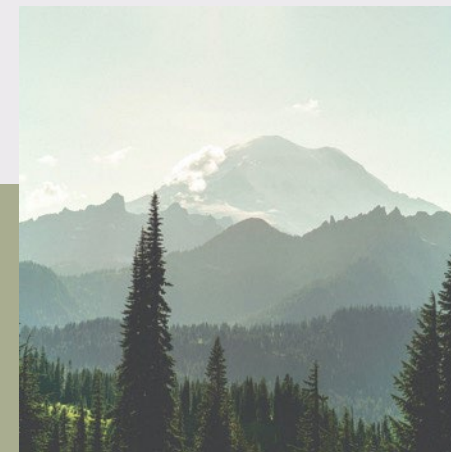
Claudia Balducci
King County
Council Chair



Dwight Dively
King County
Chief Operating Officer



David Mendel
King County Interim
Chief Information Officer



Internal SAC Members



Patti Cole-Tindall
King County Sheriff



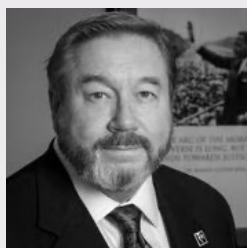
Matthew York
King County District Court
Chief Presiding Judge



Dan Satterberg
King County
Prosecuting Attorney



Patrick Oishi
King County Superior
Court Chief Presiding
Judge



John A. Wilson
King County
Assessor



Julie Wise
Director, Elections



TBD
King County Council

Private & Public Sector SAC Members



Michael Mattmiller

Microsoft
Senior Director, State
Government Affairs



Gretchen Peri

Slalom
Managing Director



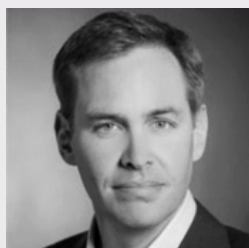
Bill Kehoe

State of Washington
CIO



Gary Leaf

King County Housing Authority
CIO



Mark Ronaldson

Amazon Web Services
Senior Sales Manager



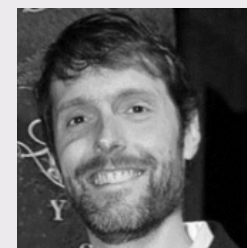
James Weaver

State of North Carolina
CIO



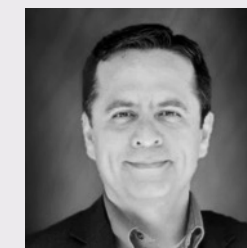
Viggo Forde

Snohomish County
CIO



Jason Weiss

Sound Transit
CIO



Sergio Razo

King County Library System
Director, Information
Technology Services



King County

Dow Constantine

King County Executive



Today's Agenda

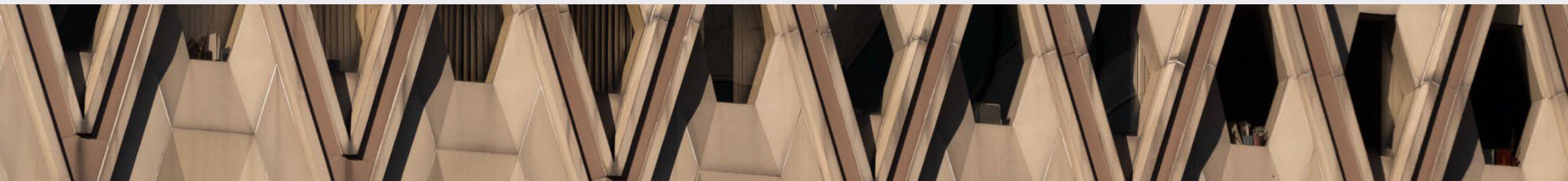
10:00 am	Meeting Begins
10:05 am	Welcome and Introductions
10:15 am	Opening Remarks
10:25 am	Recap of March 2022 Meeting
10:30 am	Data Governance
11:05 am	Information Security and Privacy
11:40 am	Strategic Technology Plan for Period 2024–2027
11:50 am	Final Comments
12:00 pm	SAC Virtual Social



Opening Remarks

Dwight Dively

Chief Operating Officer



Priorities

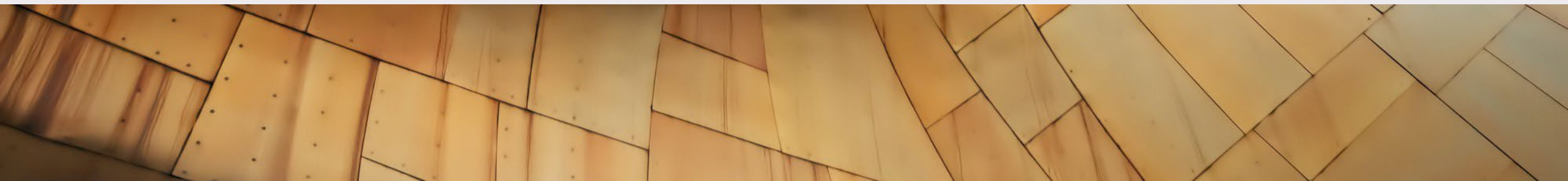
- Welcome and Appreciation of SAC
- 2023–24 Budget
- Importance of IT



Recap of March 2022 Meeting

Zlata Kauzlaric

IT Governance Manager



March 11, 2022 SAC Meeting



Technology Awards



 King County

Technology Achievement Award

Connected Government

PRESENTED TO:

Court Video System
King County Superior Court

For the successful delivery of a new, modern video system for 47 courtrooms in the South King County Regional Justice Center in Kent to allow remote jury selection, participation, and witnesses for civil trials.

Awarded by King County Information Technology Governance



 King County

Technology Achievement Award

Connected Data

PRESENTED TO:

Jail Management Project
Department of Adult and Juvenile Detention

Delivery of a new, modern, integrated Jail Management system replacing a 40-year-old system, making King County one of the first in the nation to combine records for adult, juvenile, and community corrections organizations.

Awarded by King County Information Technology Governance



 King County

Technology Achievement Award

Connected Communities

PRESENTED TO:

Digital Equity Through Affordable Internet
King County Information Technology

7,000 King County households into Affordable Connectivity Program, serving communities and help extend digital infrastructure, equity, and access to devices.

Awarded by King County Information Technology Governance

CIO REMARKS

#Let'sCreateTheFuture... TOGETHER

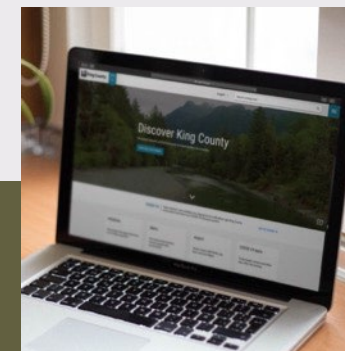
Create Anywhere • Connect Everywhere • Reach Beyond

SAC ADVICE: What have you found successful in leading your organization through enormous change the last couple of years?

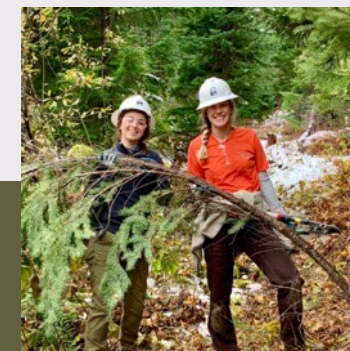
- Structured change management to ensure people are comfortable.
- Reaching out to staff on a personal level, communicate 1:1 with staff.
- Certainty, Control, and Connection
- Focus on flexibility, radical focus on prioritization & making sure the teams know what the high priority items are.
- The emotional side of stakeholders.
- Patience, with self and others: Empathize with where people are coming from.



Connected
Communities



Connected
Data



Connected
Government

LOOKING FORWARD

SAC Members Briefings

The SAC External Members provided their expert remarks related to King County Strategic IT Priorities.



Digital Equity

Needed for full participation in our society, democracy, and economy



Connected Data

Data As Strategic Asset at King County



Connected Government

One Portal Washington State



Connected Communities

The County's Position

Today's Topics

David Mendel

King County Interim Chief Information Officer



“

The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.

Martin Luther King, Jr.



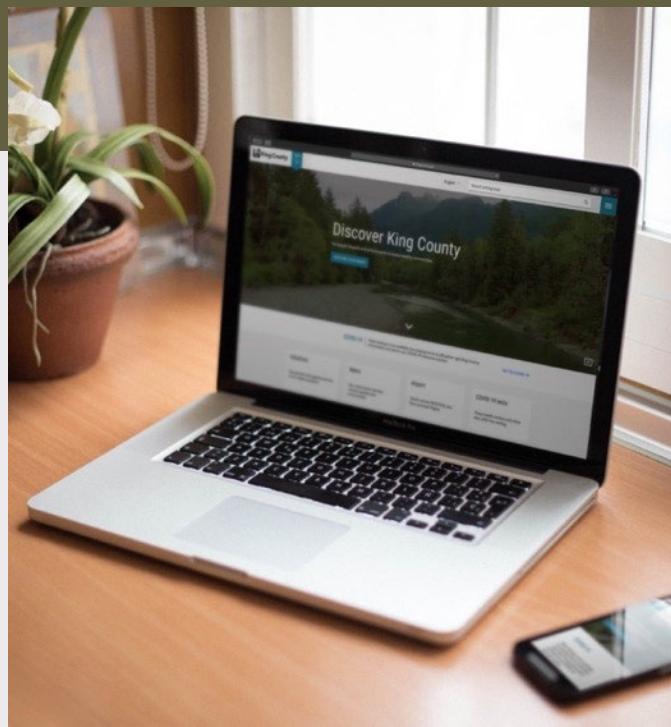
2020-2023 Strategic IT Plan

Future Ready Plan

Connected Communities



Connected Data



Connected Government





2022 Strategic IT Plan Update

Future Ready Plan

Strengths: Nationally recognized as an IT Leader; Strong partnerships; Change ready

Weaknesses: Aversion to risk; Processes designed for checks and balances, not speed; Digital inequity

Opportunities: Successes in innovations in business change enabled by IT; Increased trust in IT as a valued partner

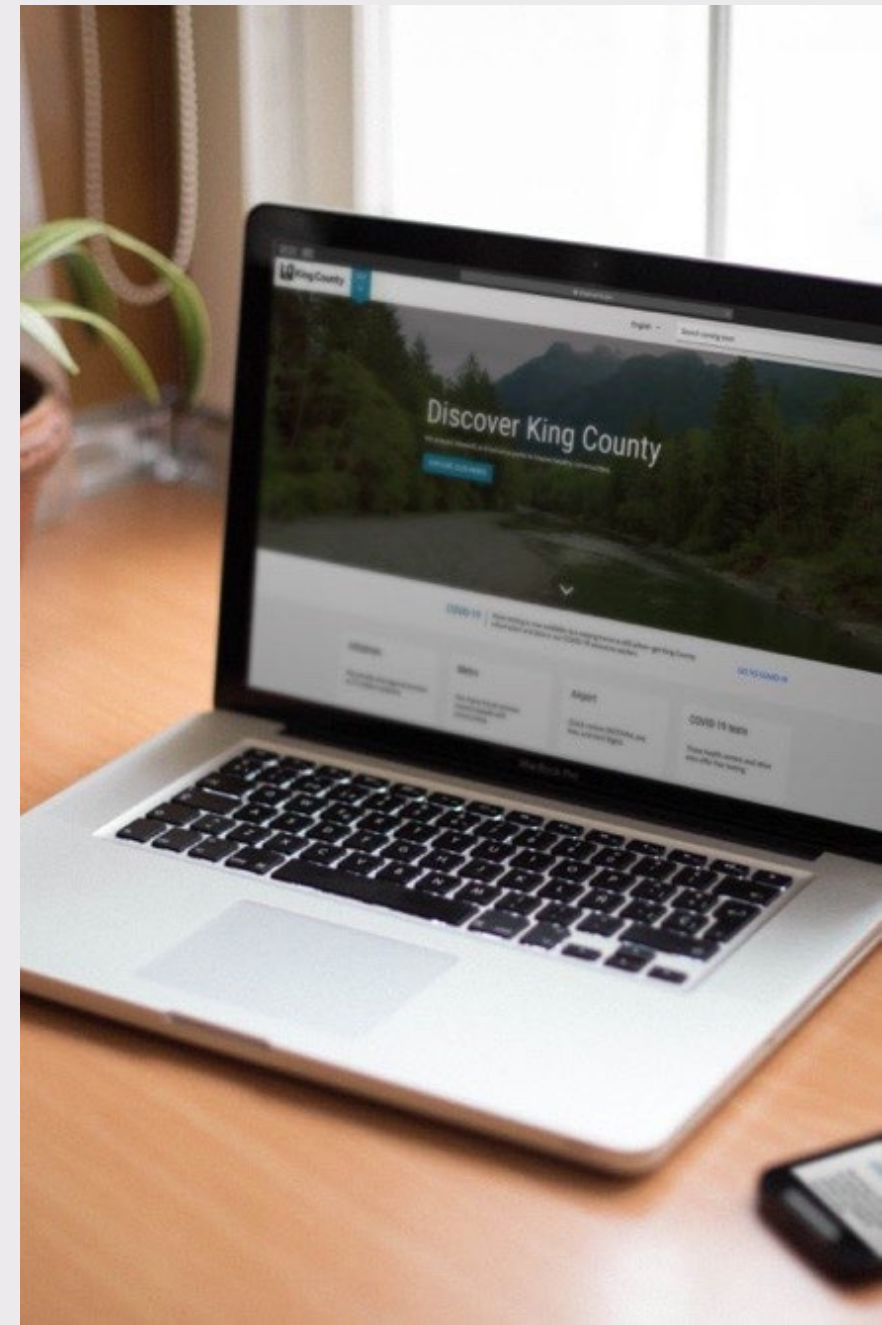
Challenges: Limited or siloed connections with communities; Remote service delivery to customers; Funding

Connected Data

Requires Robust Countywide Data Governance

Deliver better outcomes and information to the community

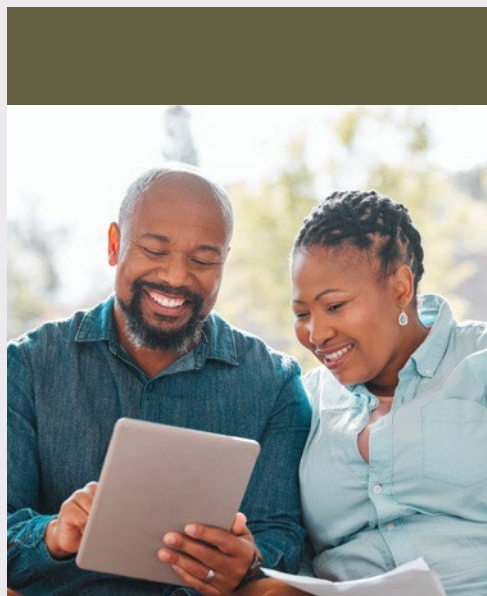
- Integrating data from multiple departments and agencies
- Making data more accessible
- Transforming how the County collects and manages data from service providers
- Leveraging data for dashboarding and decision-making
- Eliminating paper processes and duplicate data entry
- Using data to prioritize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



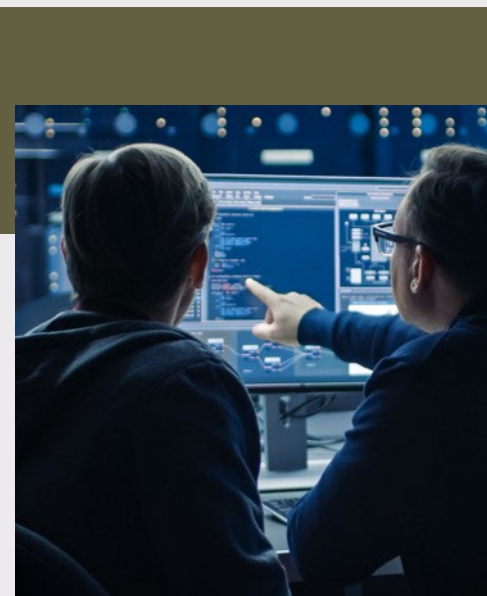
Information Security and Privacy

Foundation of our Strategies

Well defined cybersecurity, privacy, and risk management that permit organizations and individuals to have confidence that the County is a good steward of their data.



Cybersecurity



Privacy & Risk Management



Compliance

Data Governance

Stephen Heard & Priti Mody-Pan



Our Mission

Allow for increased use of data for improved decision making to make King County a welcoming community where every person can thrive

↑ Simplify data sharing and access

🛡️ Ensure privacy, security, and compliance

👥 Promote equity and community involvement

🏆 Increase quality, trust, ownership, and stewardship of data



What is Data Governance in King County?

- A countywide discipline that supports the realization of business value and business outcomes.
- A practice that ensures that data does not become a potential liability.
- Principles, policies, processes, frameworks, metrics, and oversight to manage data as an asset.
- It is business owned and supported by the County's technologists.



Data Maturity at King County

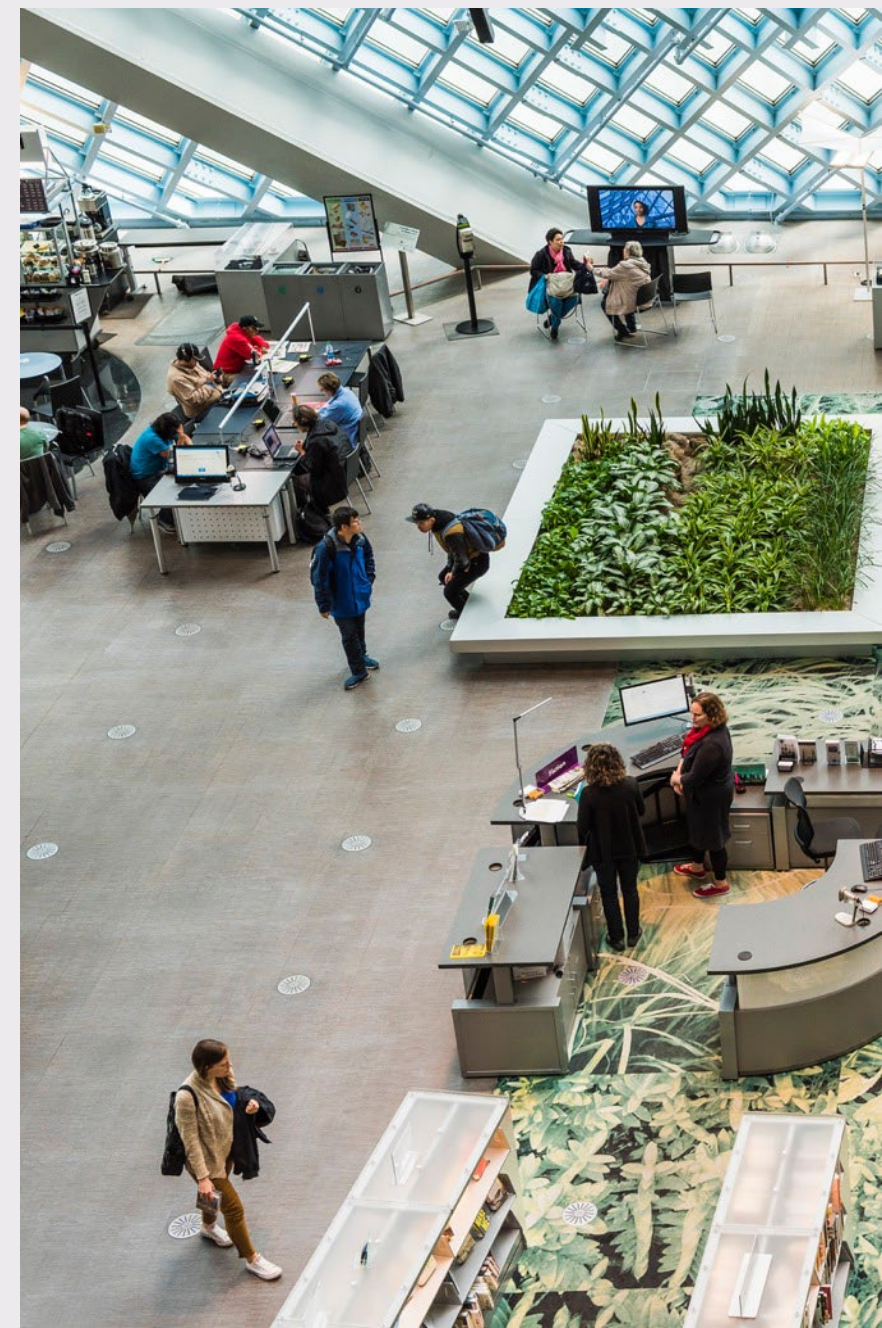
Survey Key Findings – Current State

Self-assessed at a "low to medium" level of maturity.*

1. Large units with disparate functions and subject matters are not unified or centralized in a data governance structure.
2. Data teams operate at lower levels of the organizational hierarchy and not at agency/department levels or the countywide level in most cases.
3. High level of data governance variability across divisions within the same agency/department.
4. Respondents conduct data governance activities but do not use the language of the data governance discipline or identify their activities as data governance work.

*Info-Tech Research Group

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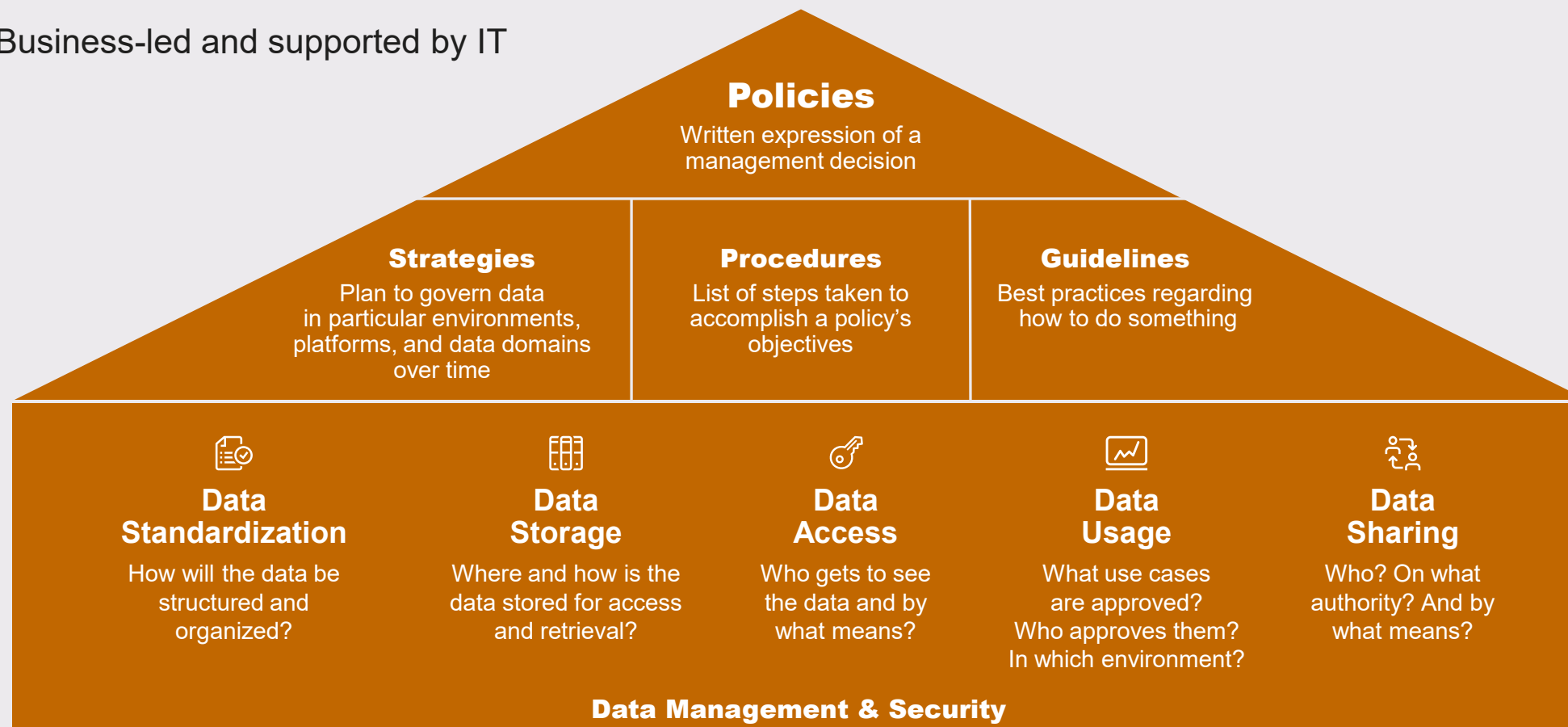
Strategic Outcomes

1. Set the countywide data policies
2. Resolve issues around data ownership, access and usage
3. Inventory, organize, and curate all the county's data assets
4. Establish consistent data governance throughout all county agencies and departments, including roles and responsibilities
5. Intentionally practice programmatic, ongoing data management and stewardship - everyone has a role

Data Governance Framework

Data Governance is a Partnership

Business-led and supported by IT



Data Governance Structure



Current State

- 
- Q4 2020** Executive Branch data governance workshop
 - Q1 2021** Q1 2021 Formed Executive Branch core working group
 - Q2 2021** Data Inventory Tool implementation begins
 - Q3 2021** Drafted Foundational documents for Data Governance
 - Q4 2021** Introduced Data Governance to all agencies and departments for awareness and buy-in
 - Q2 2022** Engaged all county agencies and departments to survey the current state of Data governance
 - Q4 2022** SAC Endorsement for Data Governance Strategy and the countywide implementation


Future Implementation Timeline



H1 2023	Hire Chief Data Officer
H2 2023	Socialize foundational materials and strategy. Establish communication and change management plans, and employee learning
H1 2024	Finalize strategy and objectives. Request financial resources
H2 2024	Begin scaled implementation. Operationalize Countywide Data Governance Structure
H2 2024	Establish a permanent countywide Subcommittee on Equity and Justice
H2 2024	Implement governance structure and conflict resolution process
H1 2025	Expand tools and technology to all agencies

ISSUES/RISKS

- Securing countywide leadership buy-in for Data Governance as a priority
- Strategic resourcing for Data Governance despite other priorities
- Implementing change management to embed Data Governance into everything we do



SAC Q&A + Discussion

Strategic Technology Plan for 2024–2027

John Klein

Strategic Technology Planning Manager



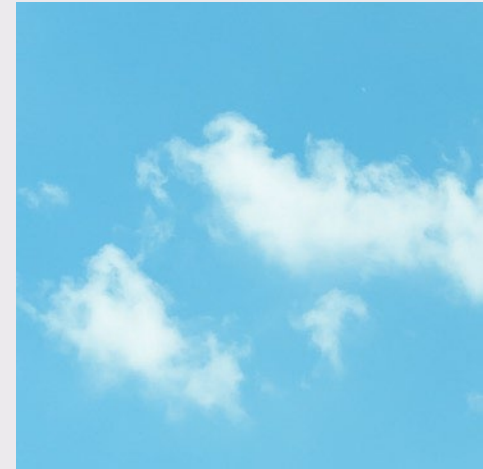


Our Conversation for Today

Strategic Information Technology Plan 2024–2027

**“Earlier and increased involvement
from SAC will improve KC’s
strategic trajectory”**

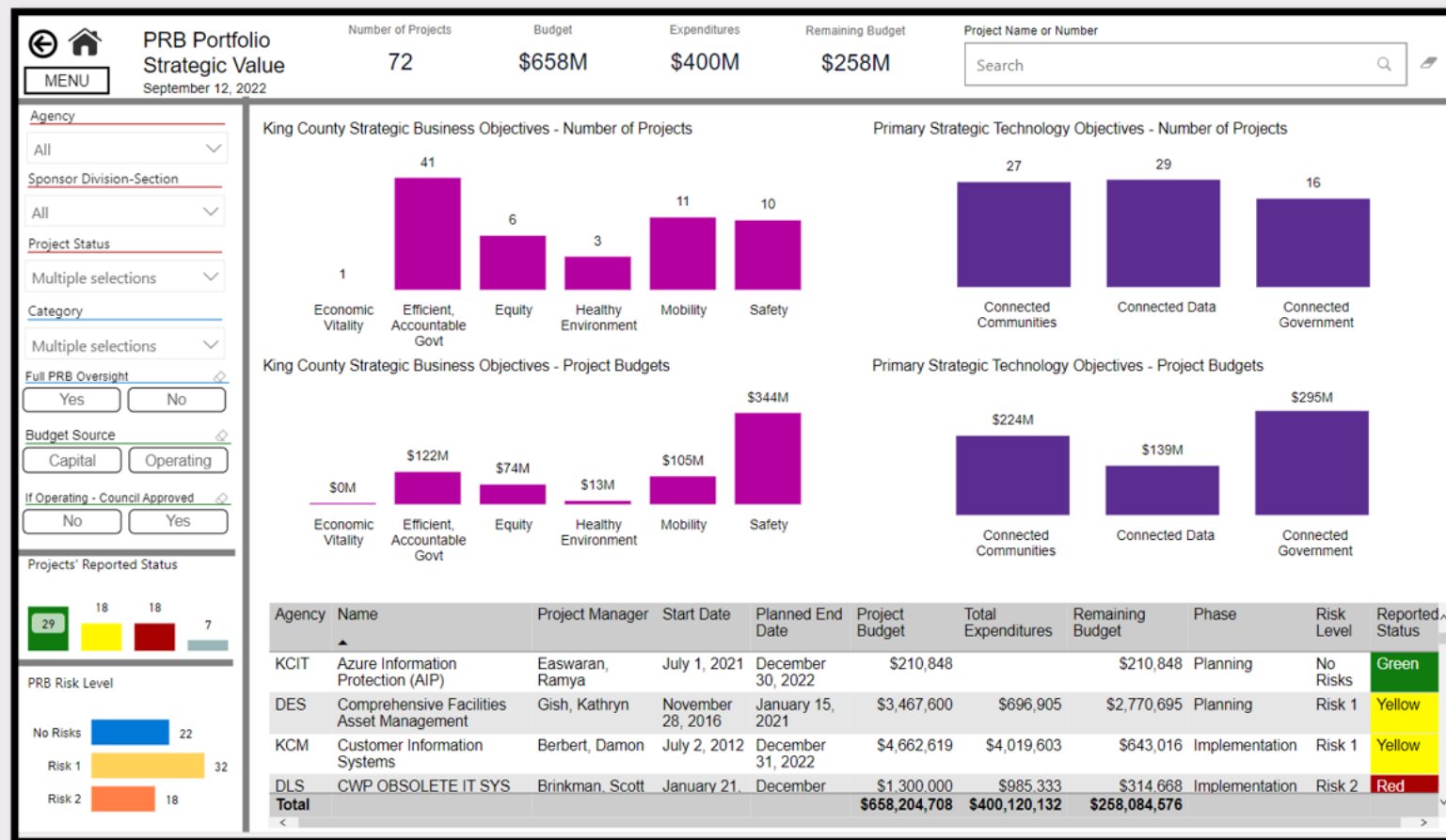
- KC Strategic IT background / progress
- Initial advice from SAC going forward
- Working group to evolve that advice



Background – Current Strategy/Progress

Key In-Flight Efforts:

- Application Modernization
- Strategic Focus
- Innovation



SITP 2024-2027 Early Direction

Your Early Advice

- Initial SAC strategic IT direction for KC from pre-meeting survey:
 - Identity, Security and Privacy
 - Leveraging technology to connect those in need with services available
 - Seamless navigation of government services

Additional time to enter your advice

- Link to Survey: <https://forms.office.com/g/7REUETpVZM>
- Survey will close at end of October
- Those who have already responded can add more strategic focus areas



SITP 2024-2027

Next Steps

Timeline

- Sub-committee work to evolve initial advice
- Spring '23 – Present subcommittee work for review/feedback
- Fall '23 – Endorse draft SITP Strategies
- 12/31/23 – Transmittal package from Executive to Council

Outcome from this meeting:

- Initial advice shared with all SAC members
- Collect any additional advice / direction
- Form SAC volunteer advisory subcommittee to further develop that advice
 - Commitment: Two 1-hour meetings before next SAC meeting
 - Report out at next SAC meeting

SAC Discussion and Action

Provide your input on the most important strategies for the next plan.

Please volunteer to participate on the Strategic IT Plan sub team.



Final Remarks

David Mendel





Thank You!

SAC Virtual Social Hour to Follow

#KCSAC2022

