KCIT 2017-2018 SERVICE CATALOG

King County
Department of
Information Technology (KCIT)

KCIT *Building stronger communities through innovative information technology.*

MESSAGE FROM THE CIO

This is the most exciting time in history to be a part of government technology.

King County is creating the nation's best-run government, and the Department of Information Technology provides the building blocks for many of our region's most critical services. From electronic health records to Metro Transit's nationally-recognized low-income bus fare, KCIT is partnering with King County agencies to change the way we engage with residents, businesses, and stakeholders.

I am proud of the journey KCIT has taken these past few years to align our services to better meet your needs. After all, your goals are our goals. That's why we have put together an award-winning team of technology experts who are committed to customer service, innovative and cost-effective business solutions, and advancing King County's equity and social justice goals through technology access.

Technology is a vital piece of King County's infrastructure, and working alongside our valued customers we have earned top 10 digital county honors in 10 of the last 11 years from the Center for Digital Government. KCIT is honored by these accomplishments, but we are setting the bar even higher.

Please take a moment to look through our 2017-2018 Service Catalog. Our team is here to support you, and I look forward to what we can accomplish together in the years to come.
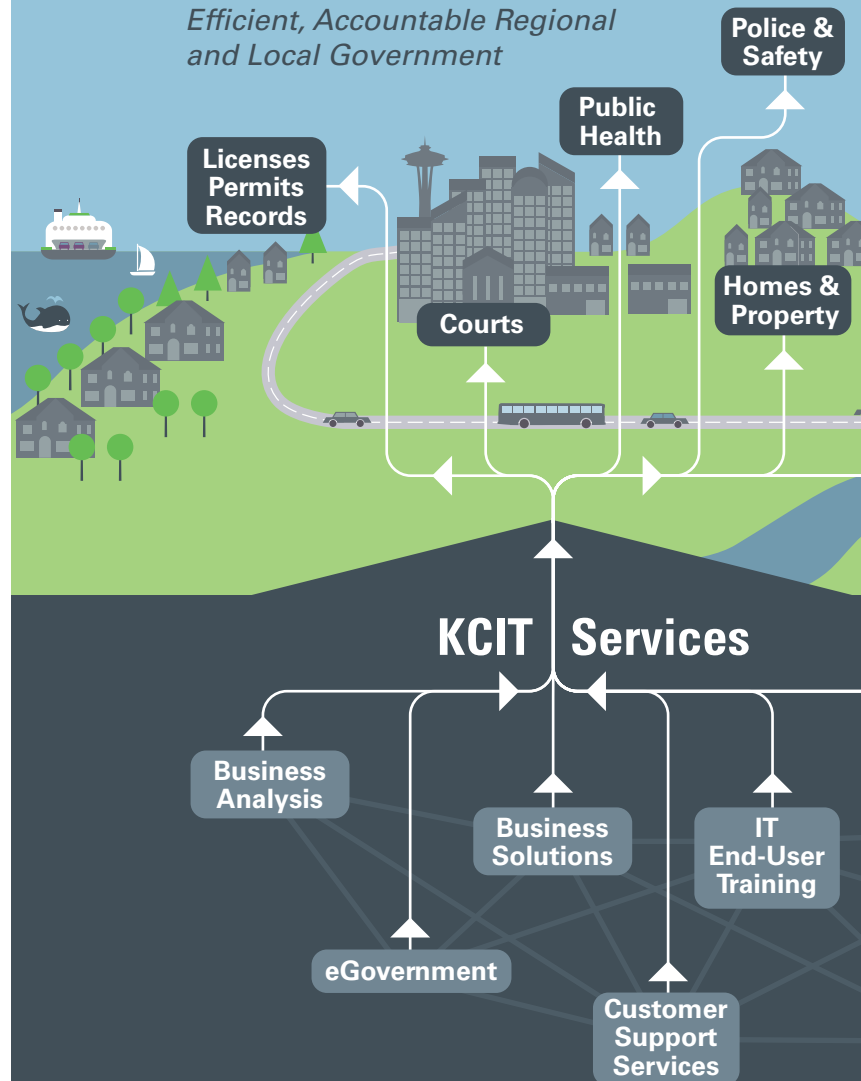
Sincerely,
Bill Kehoe
Chief Information Officer

KCIT PROVIDES THE FOUNDATION FOR MANY OF KING COUNTY'S MOST CRITICAL SERVICES

King County Services
Efficient, Accountable Regional and Local Government

Police & Safety

Public Health

Licenses Permits Records

Courts

Homes & Property

KCIT Services

Business Analysis

Business Solutions

IT End-User Training

eGovernment

Customer Support Services

KCIT 2017-2018 SERVICE CATALOG
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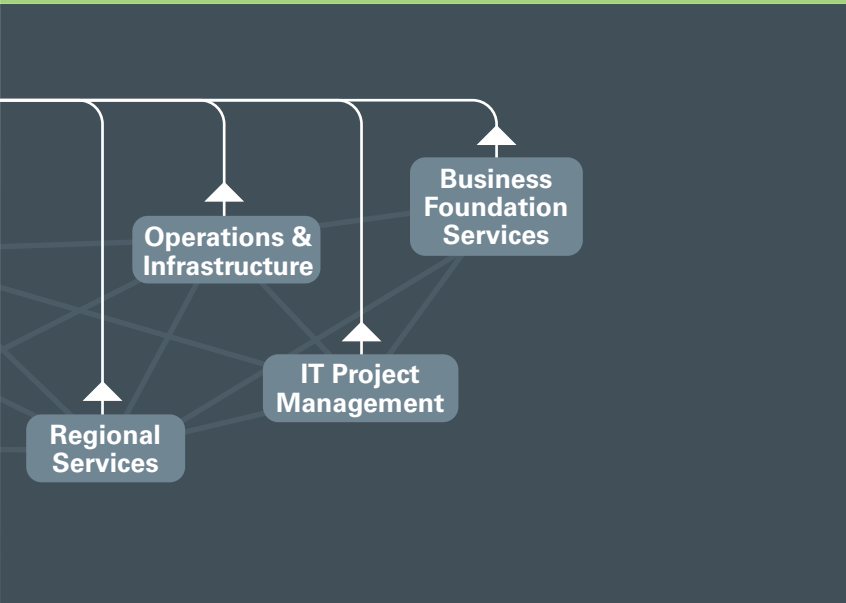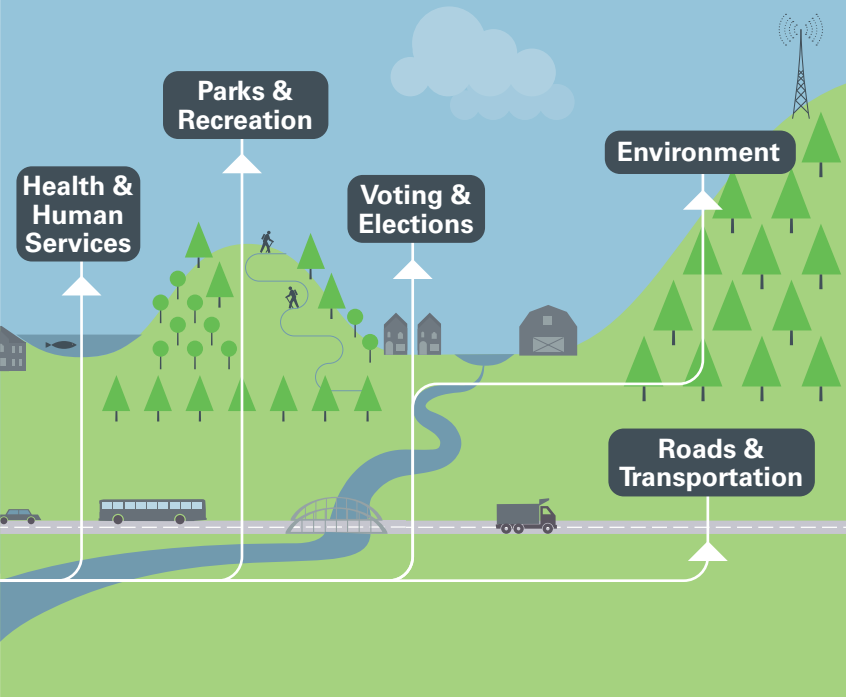
From transit schedules to electronic health records, our ability to deliver outstanding service to the people of King County relies on technology. That's why our Department of Information Technology plays a central role in the work we're doing to create the nation's best-run government.

Dow Constantine, King County Executive

King County
Department of Information Technology

HOW WE CHARGE

The Department of Information Technology is primarily a fee-for-service organization. Customers work with their Service Delivery Managers or Separately Elected Agency Liaisons to determine the level of technology services their departments or agencies need.

At the beginning of each biennium budget cycle, KCIT works closely with customers to document the services they require. These services are billed quarterly—and new services may be ordered for an additional charge. During the biennium, customers can make adjustments to their ordered services and a true-up is done annually.

WHICH SERVICES ARE REQUIRED

While most KCIT services are optional, some services are required to maintain and support best-run technology across King County.

KCIT SERVICES	Separately Elected	Executive Branch
Business Analysis	◓ OPTIONAL	◓ OPTIONAL
Business Solutions (BSS)	◓ *Data Center hosting required*	● REQUIRED
Customer Support (CSS)	◓ *Network connection fee required*	● REQUIRED
eGovernment	Enterprise ●	Enterprise ●
	Agency ◓	Agency ◓
IT End-User Training	◓	◓
IT Project Management	◓	◓
Regional Services GIS Infrastructure	●	●
Regional Services Radio, I-Net & GIS	◓	◓

KEY: ● REQUIRED ◓ OPTIONAL

UNDERSTANDING YOUR RATE

A portion of each service's rate pays for KCIT operations and infrastructure, mandated and business foundation services, and/or central rates and other charges. The breakdown varies depending on the service. Cost of support services such as Human Resources and Finance are spread across all services. Please see each service's section in this catalog for a detailed rate breakdown.

Rate Breakdown Key*

KCIT Service Name %	%	%	%

Operations & Infrastructure
Mandated & Business Foundation Services
Central Rates & Other Charges
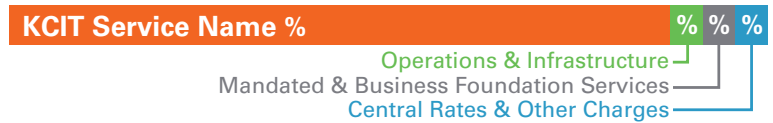
End-User Services (Fee for Service)
End-user services are traditionally easy for customers to identify. These are the services you use: Business Analysis, Applications (BSS), eGovernment, Project Management, IT Training, Customer Support Services (devices), and Regional Services.

Operations and Infrastructure (IT-to-IT Services)
These services are less visible but equally necessary for the successful delivery of end-user services: maintenance of technology infrastructure, computing platforms, and technical support.

Mandated and Business Foundation Services
Mandated services such as security and governance are required by King County code. Business foundation services include performance management and enterprise architecture, and ensures KCIT provides accountability and transparency.

Central Rates and Other Charges
Central rates represent the costs charged by other agencies and the shared costs of general government expenses, including bonds for the Data Center, mainframe decommissioning, and unified communications.

Note: percentages have been rounded to the nearest whole number.

BUSINESS ANALYSIS

Overview

Business Analysis recommends the best technology solution based on your business needs, goals, and budget.

Value

Our analysts listen, ask purposeful questions, and document the problem we are trying to solve. Together, we build consensus with staff and key stakeholders, and we'll share what has been agreed upon to engage leadership, engineers, and designers. KCIT's Business Analysis service can significantly reduce implementation costs by ensuring the technology solution you want can actually meet your needs before it is sourced, designed, and developed.

Service Details

- Business consulting and analysis
- Technology solution evaluation
- Conceptual review and business case development
- Stakeholder engagement to ensure consensus
- Situation analysis to improve process, data, and workflow
- End-to-end RFP support
- Support the transition-to-technology launch
- Pre-release / post go-live training

RATE

Scope of work is developed in partnership with customers prior to start of work. Rates may be pro-rated into ¼, ½, ¾, or full-month blocks.

- $16,527 per month, Business Analyst
- $17,959 per month, Sr. Business Analyst

Business Analysis 90%   5% 5%

Mandated & Business Foundation Services
Central Rates & Other Charges

Project Profile: ORCA LIFT

ORCA LIFT provides a reduced fare alternative to low-income residents in need of transportation services. King County DOT worked with **Business Analysis** and **Business Solutions** to identify and develop integrated solutions to support the program's database and other technology demands. More than 25,000 residents signed up for ORCA LIFT in the first year.
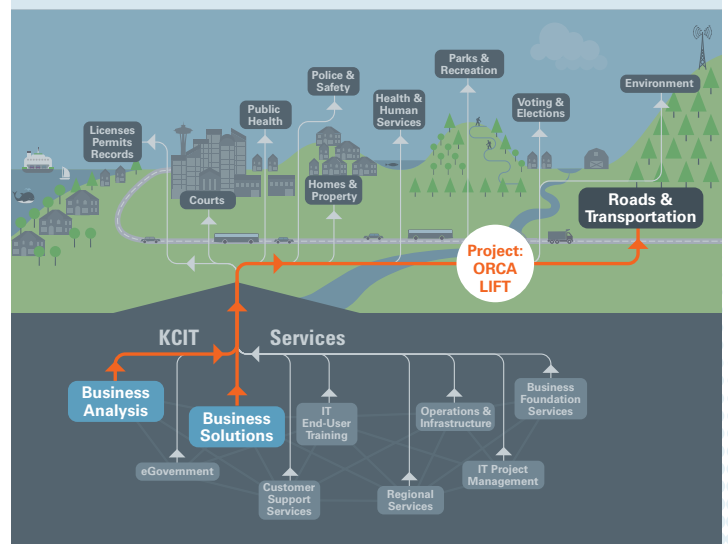
BUSINESS SOLUTIONS

Overview

Business Solutions works with customers to implement, manage, and measure successful technology solutions.

Value

We help customers understand how technology can solve their problems in new ways, and align our solution with your strategic direction. Business Solutions can do this by employing custom applications, system integration, data management, and quality assurance practices to meet your goals and engage constituents. Together, we are moving King County to a more mobile and modern environment that allows residents and customers to access services no matter where they are or what device they prefer.

Service Details

Application development and modernization
- Custom web and mobile applications
- Enhanced vendor products (like SharePoint) by integrating with custom add-ons

- Support and maintain active applications, performing software upgrades to keep systems current
- Lifecycle management ensures applications are maintained over time

System integration
- Data sharing between applications (vendor and custom-built)
- Tools for scheduling and monitoring data transfer processes
- Integrate Software as a Service (SaaS) and cloud solutions with current systems

Data management and business intelligence
- Design data warehouses for analytics and visualization tools
- Data quality, security, and governance
- Configure and support selected business intelligence tools

Managed software services
- Constituent Relationship Management (CRM)
- Electronic Document Management System (EDMS)
- SharePoint
- Software infrastructure for countywide business solutions (e-finance payment engine)

"We have an excellent IT department that is knowledgeable about the latest advances in information and technology. This knowledge is critical to stay ahead of new ideas and new security concerns. KCIT provides creative and innovative solutions that enable King County to continuously strive to be the best."

– Kathy Lambert, King County Councilmember

RATE

- Business Solutions Service: varies based on application (annual)
- CRM base cost: $3,300 per year plus licenses
- Basic license (data entry): $200 per user per year
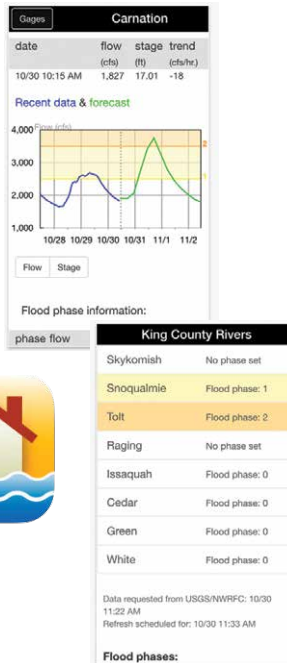- Regular license (reporting): $400 per user per year
- Ad hoc analyst: $145 per hour

Business Solutions 55%	28%	7%	5%	5%

Operations & Infrastructure
Other Services (PMO, BA)
Mandated & Business Foundation Services
Central Rates & Other Charges

BUSINESS SOLUTIONS
continued

Flood Alerts notify residents of imminent flooding on major rivers.

Project Profile: Flood Warning and Alert System

The Flood Warning System integrates river level and forecast data to warn residents and agencies of impending floodwaters, allowing them to take action and prepare. King County Flood Alerts allow residents, first responders, and others to receive emergency alerts by email, text or voice message, and via mobile application. Data on the mobile app is presented by river and flood phase, so users can find the river information and flood severity that is most important to them.
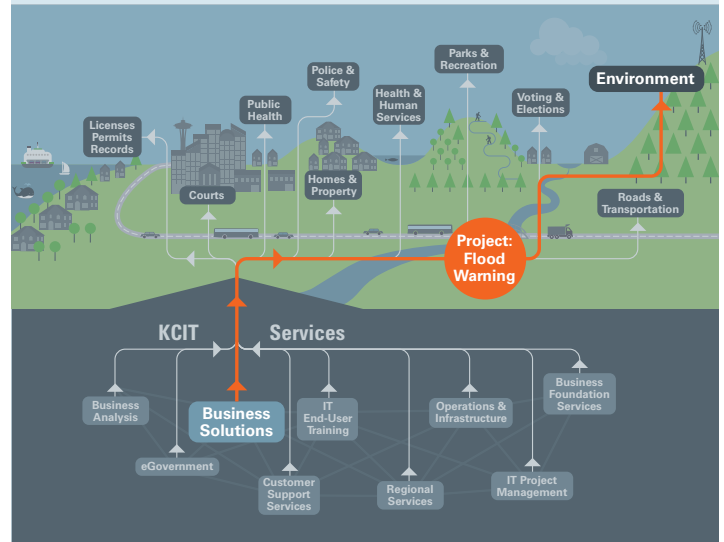
Flood Alert notifies of imminent flooding on major rivers

3 mobile application platforms

8 county rivers monitored

17 rain gages reported

4 alert/ notification channels

5,000 mobile application downloads

100,000 mobile data views

eGOVERNMENT (eGov)

Overview

eGovernment provides communications tools, products, and services for connecting King County and its 2 million residents.

Value

Our creative and innovative team enables departments to meet the public's evolving needs through emerging technologies—digital and visual communication, web strategy, social media, open data, and analytical services. eGov also lays out the vision and standards for King County's award-winning website that serves nearly 1 million unique visitors per month.

Service Details

Enterprise level:

- KingCounty.gov web development and maintenance
- Web standards and governance
- Administration of cloud services (analytics, archiving, reporting)
- Social media strategy
- Email subscriber lists and e-newsletters
- King County intranet (SharePoint)
- Open data strategy and support

Department level:

- Agency-specific web design and development
- Visual communication design and production
- Spatial data (GIS) analysis and visualization
- Integrated and interactive maps and applications
- Text messaging
- Web analytics and strategic consultation
- Mobile application interface design

RATE

Enterprise level services are charged on an FTE basis. This rate covers all the services listed here that benefit King County departments.

- Rate: $228 per FTE annually for all county employees.

eGov *Enterprise* 38%	Operations & Infrastructure 52%	5%	5%

Mandated & Business Foundation Services ⌐
Central Rates & Other Charges ⌐

Agency level services are charged based on service hours. This rate includes services that benefit individual departments and support the success of specific programs.
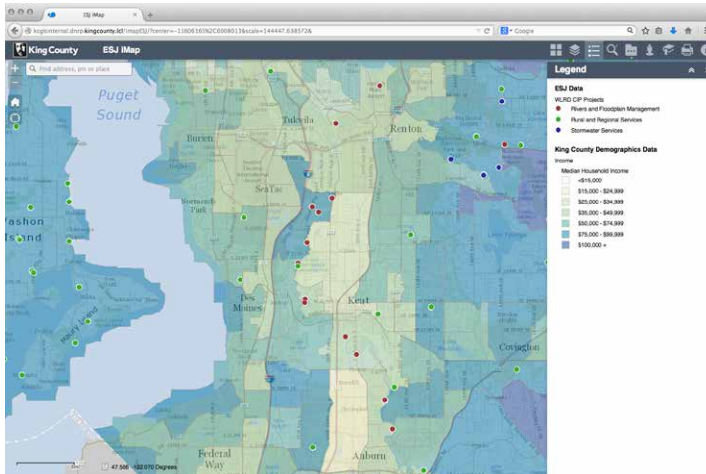
- Rate: $132 per hour, GIS Analyst, Social Media Specialist, Visual Communications Specialist, Web Developer

eGov *Agency* 90%	5%	5%

Mandated & Business Foundation Services ⌐
Central Rates & Other Charges ⌐
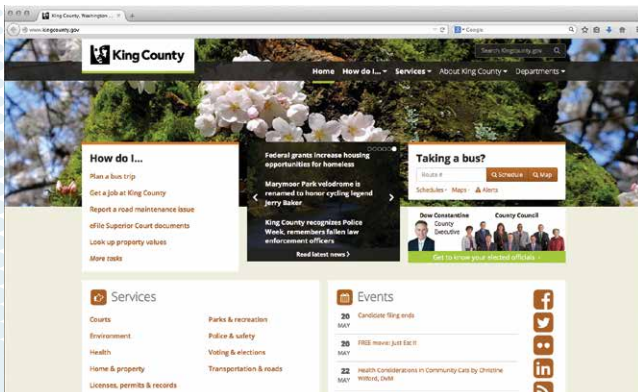
eGov developed the new responsive King County website.
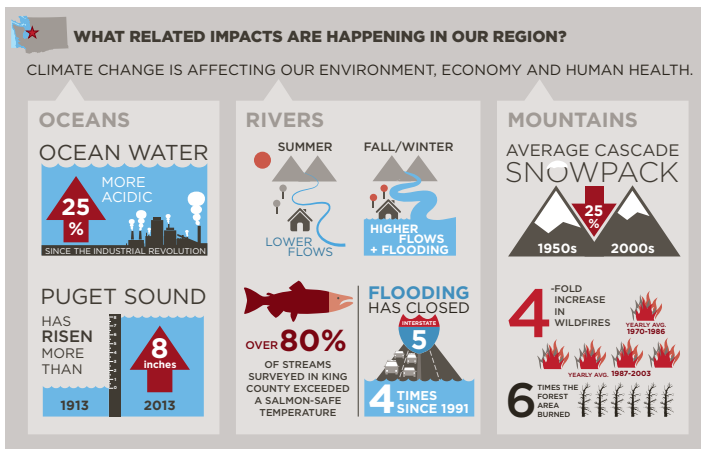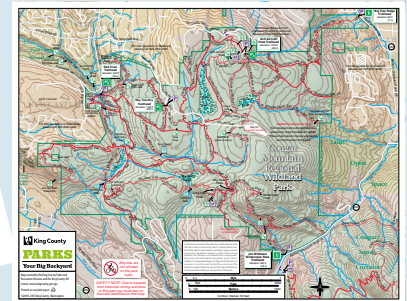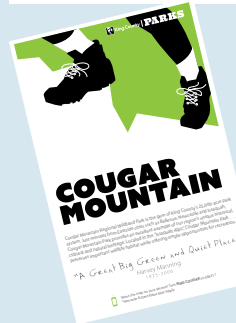
eGOVERNMENT (eGov)
continued

eGov creates web-based mapping applications such as this equity and social justice map that helps King County staff ensure their projects are benefiting all residents fairly.

WHAT RELATED IMPACTS ARE HAPPENING IN OUR REGION?

CLIMATE CHANGE IS AFFECTING OUR ENVIRONMENT, ECONOMY AND HUMAN HEALTH.

OCEANS

OCEAN WATER

25% MORE ACIDIC
SINCE THE INDUSTRIAL REVOLUTION

PUGET SOUND HAS RISEN MORE THAN **8 inches**
1913   2013

RIVERS

SUMMER   FALL/WINTER

LOWER FLOWS   HIGHER FLOWS + FLOODING

OVER **80%** OF STREAMS SURVEYED IN KING COUNTY EXCEEDED A SALMON-SAFE TEMPERATURE

FLOODING HAS CLOSED INTERSTATE **5** **4 TIMES SINCE 1991**

MOUNTAINS

AVERAGE CASCADE **SNOWPACK**

25% 1950s   2000s

4-FOLD INCREASE IN WILDFIRES
YEARLY AVG. 1970-1986
YEARLY AVG. 1987-2003

6 TIMES THE FOREST AREA BURNED

eGov translates complex information into infographics that tell data-rich stories and can be easily understood by internal and external audiences.
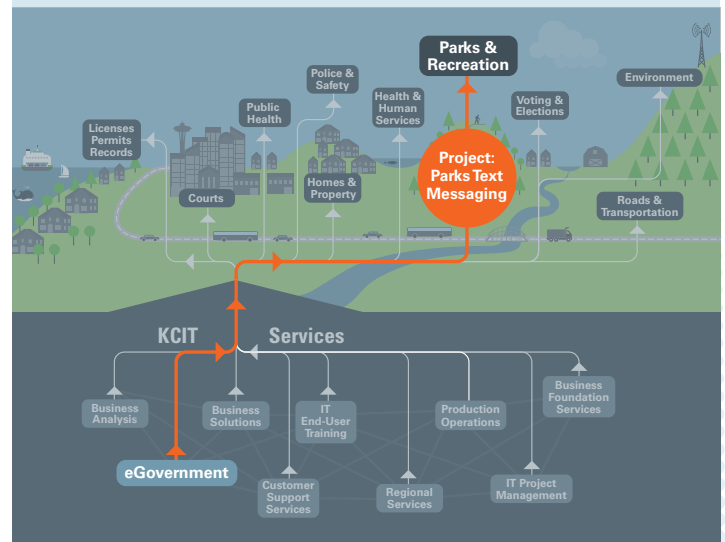
Project Profile: Parks Text Messaging

King County Parks launched a text messaging service in summer 2015 that lets hikers receive mobile-friendly trail maps by texting in a simple short code. Texting "King Cougar" to the appropriate number, for example, delivers a PDF map of the Cougar Mountain trails within seconds to the user's smartphone.

Recieve a map of **Cougar Mountain** backcountry trails on your phone!

Text "KING COUGAR" to 468311.

*Message & Data Rates May Apply

IT PROJECT MANAGEMENT

Overview

Project Management provides professional services for the successful completion of capital projects and other technology-based change initiatives.

Value

This service uses King County's IT project management methodology to ensure all project processes and phases are completed using proven best practices. We help customers minimize risk and maximize success while achieving the intended business results. Customers work alongside skilled project managers with expertise in areas such as project control, communications, and vendor management.

Service Details

- Managing projects and project teams
- Consulting for project team building, risk assessments, project intervention and aid
- Monthly monitoring reports

- Project Review Board funding releases
- Benefit realization documents
- Project schedule, scope, and budget documentation

RATE

Scope of work is developed in partnership with customer prior to start of work. Rates may be pro-rated into ¼, ½, ¾, or full-month blocks.

- $13,222 per month, IT Project Administrator
- $17,959 per month, IT Project Manager
- $19,832 per month, IT Project Manager Sr.
- $18,180 per month, IT Contract Specialist

Project Management 90%   5% 5%

Mandated & Business Foundation Services ⌐
Central Rates & Other Charges ⌐

Project Profile: Electronic Health Records

Public Health's implementation of electronic health records across its many clinics gives providers more timely access to patient records and improves the quality and safety of patients' information. Michael Gedeon, Chief Administrative Officer of Public Health – Seattle & King County, says "With the skilled counsel of KCIT professionals, our ability to execute on this capital effort continues to be an epic success story."
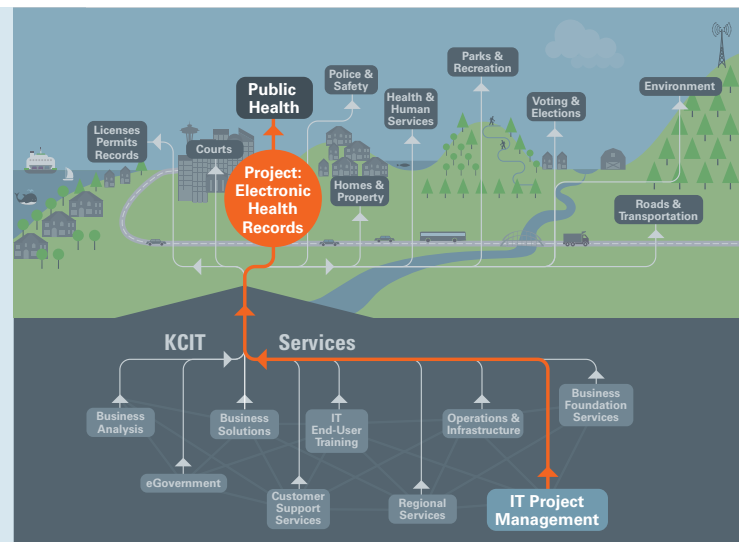
IT END-USER TRAINING

Overview

End-User Training provides employees with learning opportunities to utilize common IT tools such as the Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and many other systems.

Value

The IT End-User Training Service increases employee productivity, efficiencies, and overall performance. Working with IT Project Managers and Business Analysts, we can also identify and develop learning opportunities for customers when new or enhanced IT tools are introduced.

Service Details

- Coordinate training offerings with the Human Resources Department
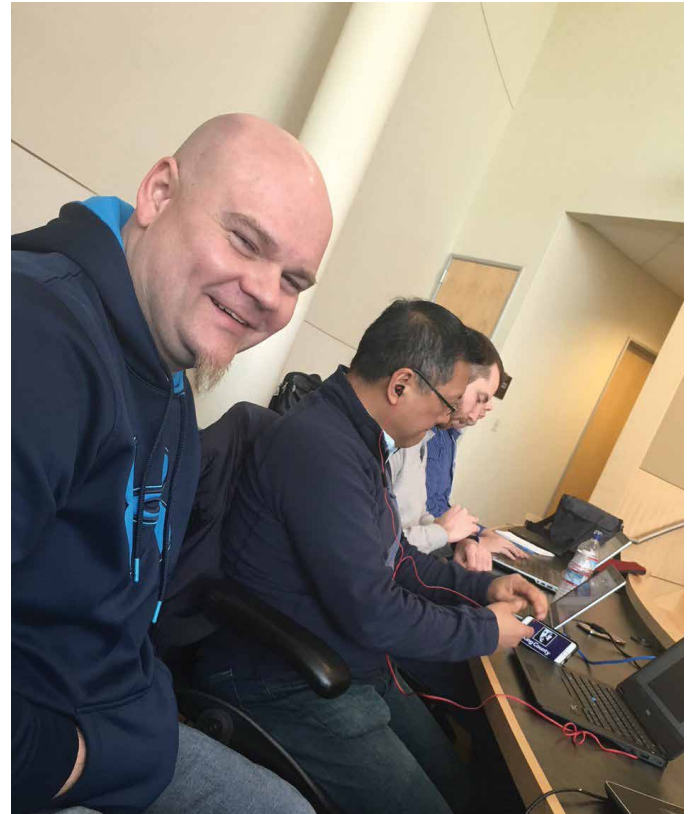- Provide customer-specific IT training on new or enhanced IT tools, ISP, Skype, and applications

RATE

Scope of work is developed in partnership with customer prior to start of work. Rates may be pro-rated into ¼, ½, ¾, or full-month blocks.

- $16,527 per month, IT Trainer

End User Training 90%   5% 5%
Mandated & Business Foundation Services ⌐
Central Rates & Other Charges ⌐

KCIT staff helps ensure your teams understand how to use the tools we provide through end-user training.

CUSTOMER SUPPORT

Overview

Customer Support Services maintains King County's computers, workstations, peripherals, mobile devices, system access, and enterprise applications such as Microsoft Office and Skype for Business.

Value

Our goal is to provide customers with modern equipment, up-to-date systems, and first-class customer service, allowing you to focus on your work and not your computer issues. We strive to enhance the reliability and stability of your devices through IT standardization. For example, computer equipment is replaced every four years to ensure operability. To minimize costs, customers are encouraged to review business needs annually, including the number of devices and device types their employees will need to be successful.

Services Include

- Unlimited access to the IT Service Center (i.e. Help Desk)
- Lifecycle management of workstations, including installation, maintenance, and decommission
- Support for Microsoft Outlook and Office, SharePoint, Active Directory, and IT security systems
- Skype for Business and other telecom needs
- Network connections
- **Available to Executive Branch departments**
  - Includes network connectivity, email, and access to the IT Service Center, as well as countywide productivity tools, workstation equipment, maintenance, and support.

- **Available to Separately-Elected agencies**
  - Includes network connectivity, email, basic IT Service Center requests, and licenses for enterprise-wide productivity tools.
- **Optional services include**
  - Specialty software, second monitor, smartphones, peripherals, staff moves, custom support, express services, and full KCIT Service Center support for separately elected agencies.

RATES (annually, per device)

- Standard desktop service: $3,571
- Performance desktop service: $3,649
- Standard laptop service: $3,778
- Rugged laptop service: $3,948
- Premium laptop service: $3,937
- Custom workstation service (excludes hardware): $3,297
- Seasonal workstation: $1,298 ($708 electeds)
- Kiosk service: $1,413 ($823 electeds)
- Mobile device service: $55
- Connection cost only: $1,748 (elected)
- Application access: $287 (external users)
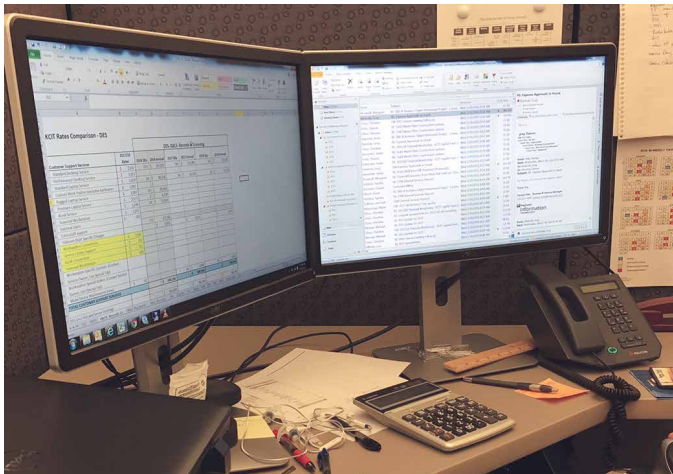- Email only: $127 (external users)
- Email only: $157 (internal users)

Customer Support 56% | 34% | 5% | 5%

Operations & Infrastructure
Mandated & Business Foundation Services
Central Rates & Other Charges

CUSTOMER SUPPORT
continued

The right advice and the right device can help your teams maximize efficiency. We want you to focus on your work and not your computer issues.

Second monitors are an option for staff. Other optional services include smartphones, staff moves, specialty software, and peripherals.

Project Profile: Unified Communications

Communications are critical to King County staff and KCIT provides reliable solutions for doing everyday work more efficiently. Unified Communications and Skype for Business aligns with other IT components sucha as Microsoft Outlook and Office 365. This allows users to hold a conference call, instant message during that call, and share project documents all at the same time.
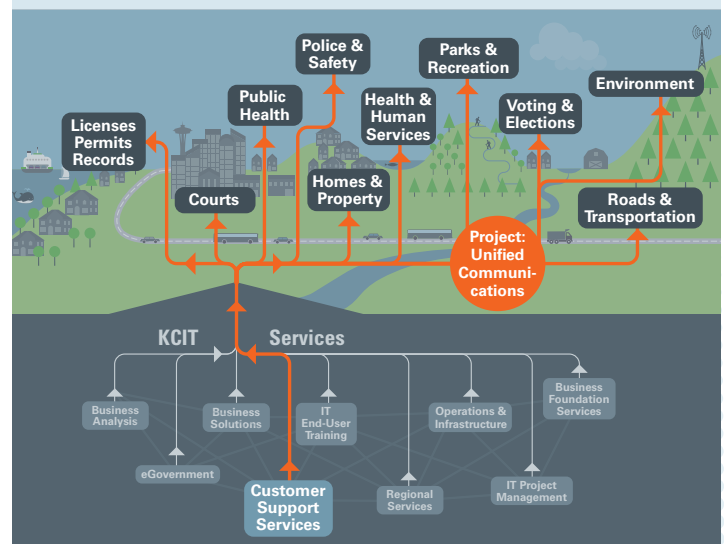
800 MHZ RADIO SYSTEM

Overview

Regional Services maintains and operates King County's 800 MHz emergency radio system.

Value

This service supports the critical voice communications used by first responders, general governments, schools, and hospitals that are essential to the delivery of public safety and other important services.

Service Details

- Manage 800 MHz public safety communications to regional partners
- Provide radio template design, installation, repair, and maintenance for mobile and portable radio equipment
- Optional services for additional fees include: dispatch communication, equipment maintenance, consultation, FCC licensing assistance, paging system infrastructure and maintenance

RATE

Services are charged on a pro-rated basis. Actual costs for services and the number of radios receiving services are factors in the calculated rate, which is updated annually.

- Radio Infrastructure: $39 per radio (annual)
- Radio Maintenance: $14 per radio (annual)
- Radio Support: Varies based on actual

800 MHZ Radio 95%   5%

Mandated & Business Foundation Services

INSTITUTIONAL NETWORK (I-NET)

Overview

The Institutional Network (I-Net) is a state-of-the-art fiber optic network that provides high-speed transmission of data, voice, and video communications to hundreds of regional partners.

Value

This service provides a reliable, cost-effective network to external customers. I-Net connects 300 public facilities in King County, including schools, libraries, government agencies, and nonprofits. I-Net is unique in working with its member institutions to design and build complex fiber network solutions.

Service Details

- Internet bandwidth for data, voice, and video
- Technical support and emergency repair 24x7x365
- Data Center co-location services
- Project management for fiber construction (estimates and build-out)
- Network engineering and design consulting
- Access to AFIS and IGN
- Peer with Seattle Internet Exchange and Pacific Northwest GigaPoP inter-connection points with Pierce, Snohomish, and Thurston counties.

RATE

I-Net is operated as an Enterprise Fund within King County. Service rates cover the costs of operations. I-Net is supported on a fee-for-service basis, including a 3% factor for inflation and 2% for equipment replacement.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

Overview

Geographic Information Systems enables users to view, manipulate, interpret, and visualize data to reveal spatial relationships, patterns, and trends.

Value

This service increases operational efficiency and improves decision-making. Our world-class GIS professionals are available to internal and external customers for consulting, project management, and all forms of GIS technical support.

Service Details

- Enterprise operations provides centralized technical, administrative, and management coordination to support GIS programs and users.
- Matrix Staff assigns a dedicated GIS professional to develop in-depth knowledge and skills to support the unique business needs of specific work programs.
- Client Services offers a full spectrum of GIS consulting, project, technical, and training services to internal and external customers in an on-demand, cost reimbursable basis.

RATE

Enterprise level services are charged on a usage (60%) and FTE (40%) basis.

GIS Matrix services are charged based on department or agency SLA and includes all labor and overhead costs for the assigned GIS staff.

GIS Client Services are charged based on service hours. Scope of work is developed in partnership with customer prior to start of work.

- $134 per hour, GIS Journey
- $140 per hour, GIS Sr.
- $147 per hour, Programmers / DBA
- $161 per hour, PM / Consultant

**GIS Center** 95%   5%

Mandated & Business Foundation Services

Project Profile: C3 Fiber

The GIS Center's C3 Fiber Viewer website will allow users to view multi-jurisdictional fiber infrastructure information in real-time. Application architecture is based upon existing modules of KCGIS mapping applications, which minimizes development time and cost. The C3 Fiber Viewer will securely consume "web services" from C3 member agencies, including King County's I-Net. It will not directly host any fiber infrastructure spatial data. The C3 Fiber Viewer will only be available to authorized members via secure account management.
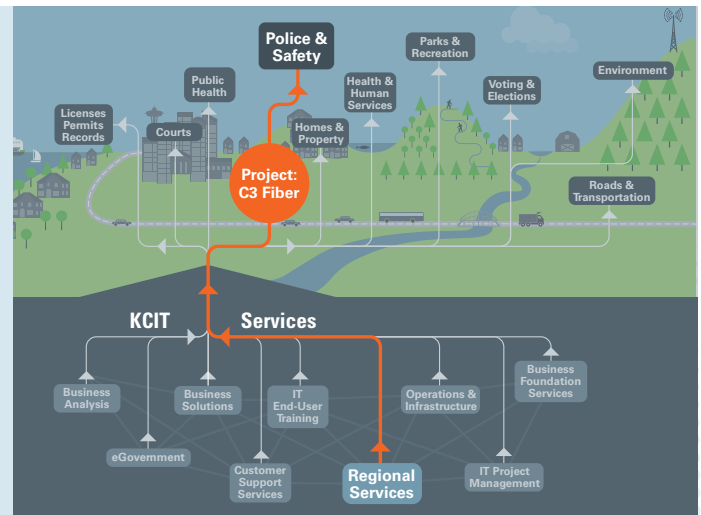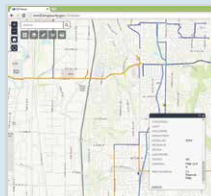
OPERATIONS AND INFRASTRUCTURE (IT-TO-IT SERVICES)

Data Center

The Data Center provides a secure, redundant, and robust computing environment that is CJIS-compliant to host computing platforms. For Executive branch departments and separately-elected agencies using full platform services, the funding for this service is included in the Production Operations rate. For separately-elected agencies that maintain their own platforms, KCIT will charge based on prevailing hosting rates.

Network

Network services utilize leading technologies to provide reliable access to email, servers, applications, and the Internet for King County departments, agencies, and general public. The network is essential for inter-governmental communications with Washington State Patrol, State of Washington, City of Seattle, and others.

Funding for this service is included as part of standard Customer Support Services and Business Solutions rates. Agency-specific needs are charged extra.

Production Operations

This service supports and maintains the KCIT systems and platforms currently being used by customers, including enterprise computing, Standard Virtual Environment (SVE), email, network authentication, and more. Utilizing monitoring and proactive controls, our focus is on "keeping the lights on" by providing a reliable and stable environment. Cost efficiencies are realized through the use of scalable, standard environments with support from a team of knowledgeable technical staff.

Funding is included as part of Business Solutions, Customer Support Services and eGovernment rates according to the level of support, and is listed on the order form as both "Server, Storage and Database" and "Unified Communications." Agency-specific needs are charged extra.

KCIT's award-winning team of technology experts is committed to customer service and cost-effective business solutions.

OPERATIONS AND INFRASTRUCTURE *continued*

Engineering and Architecture

This service provides engineering designs to the systems that are supported by Operations and Infrastructure. We have ownership of strategy, vision, roadmaps, technology architecture and standards, and provide escalated support for operational incidents. We also improve service quality by identifying and mitigating causes to major incidents that impact King County agencies.

Funding for this service is included as part of standard Customer Support Services and Business Solutions rates, and is listed on the order form as "Technology Products." Agency-specific needs are charged extra.

RATE

Network
- $158 per hour, Network Architect
- $145 per hour, Network Engineer Sr.
- $131 per hour, Network Engineer

Platform for Electeds Only: (annually)
- Physical: $8,834
- SVE Regular: $3,453
- Linux/Unix: $4,555
- Backups: $106 per Tb
- Storage: $1,928 per Tb
- SQL DB: $1,387
- Server Hosting (RU): $747

Project Profile: Mainframe to Server Migration

The Mainframe rehost project for the King County Jail utilized many of KCIT's teams and strategic best practices. For example, when we decided on the strategy for testing all 4,700 test cases, we needed several servers right away. With our SVE server environment, we were able to set those servers up in a couple of days. If we'd had to purchase them, it may have taken weeks. Additionally, when we had performance problems in testing and later in production, we monitored the servers and database to help us identify solutions quickly.
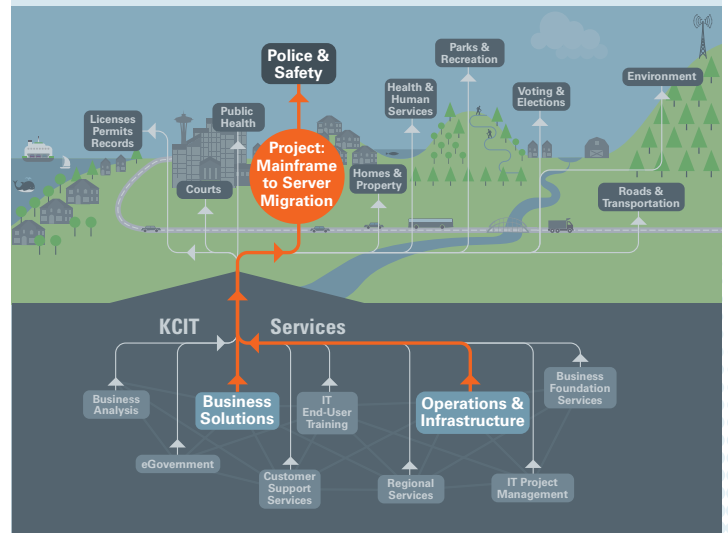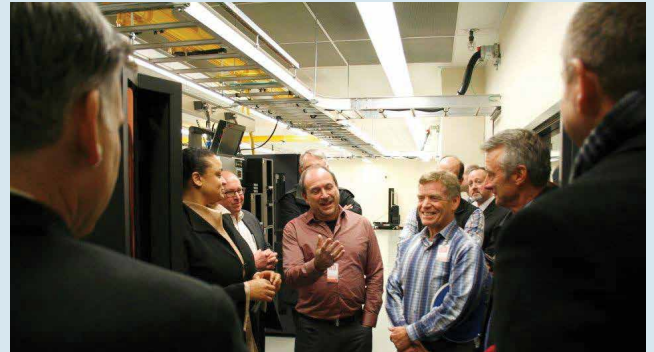
MANDATED

Office of the Chief Information Officer (CIO)
The Office of the CIO provides vision and coordination in technology management and investments across King County, and advises all branches of government on technology issues and strategy.

Business Engagement and Service Delivery
This service provides consulting and strategic support services designed to align agencies' business requirements and needs to the information technology services and solutions provided by KCIT. Service Delivery Managers work closely with department and agency leaders to determine the information technology capabilities needed to support long-term business goals.

Information Assurance
This service manages risk and exposure of King County information by protecting the confidentiality, integrity, and availability of our data and information systems.

IT Governance
Governance ensures King County's business needs are adequately supported by value-added IT deliverables through collaboration with leadership and external partners who provide input and guidance on strategy and investments.

IT Project Advisory Review and Oversight
This service engages knowledgeable and experienced stakeholders to help identify and mitigate risk to information technology projects. This directly increases the probability for a project's success.

IT Strategic Planning
Strategic Planning improves the long-term success of technology investments and services by ensuring alignment with King County's business goals. We oversee the development of technology roadmaps and KCIT's annual Strategic Information Technology Plan.

The King County Sheriff's Office is honored with the Technology Achievement Award in 2016 for implementation of mobile fingerprinting technology.

BUSINESS FOUNDATION

Business Continuity

This service coordinates with departments and agencies to define and execute comprehensive plans, ensuring the technical pieces of King County's essential services are available during times of disaster.

Enterprise Architecture

Enterprise Architecture provides blueprints and standards that guide King County in building better technology solutions. This framework helps departments and agencies make decisions that are better aligned to business and technology strategies. As a result, systems can be developed more quickly with less re-work and more re-use of existing components, leading to lower costs over the total life of each system. This service oversees King County's technology architecture governance program.

Staff gathers to collaborate on IT projects in their office open space.

IT Performance Management

Performance Management uses clearly defined performance data to report on the overall health of each KCIT service. Collectively, this plays an important role in the continuous improvement of all services.

IT Process Management

This service aids in the design and improvement of KCIT's business processes by uncovering and eliminating wasteful activities, reducing frustration caused by broken processes, and gaining more control over the things that really matter. We provide the knowledge and insight needed to link together people, information flows, systems, service management tools, and other assets to deliver value to customers.

Project Management Office Coordination

This service defines IT project standards and quality, and provides the tools, templates, and training necessary to assist IT project managers and their customers to maximize the success of IT projects.

A current list of KCIT contacts, including Agency Liaisons and Service Delivery Managers (SDMs) for the Executive Branch and Elected Officials, is available at:

kingcounty.gov/KCITcontacts

King County
Department of
Information Technology (KCIT)

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