



Attendance:

SAC Members	Organization	Present
Ron Sims	King County Executive	X
David Martinez	King County Chief Information Officer	X
Scott Noble	King County Assessor	-
Larry Gossett	King County Council	X
Kathy Lambert	King County Council	X
Bruce Hilyer	King County Superior Court	X
Barbara Linde	King County District Court	X
Dan Satterberg	King County Prosecuting Attorney	X
Susan Rahr	King County Sheriff	- ALT Captain Nate Elledge
Joel Chaplin	Motricity	X
Scott Boggs	Microsoft Corporation – Former VP & Corporate Controller	X
Stuart McKee	Microsoft Corporation	X
Amy David	IBM – Vice President, VVP, Software Western Region	- ALT Paul Strohmeier
Hugh Taylor	Northrop Grumman Corporation, Corporate CIO and Sector VP	X
Ron Johnson	University of Washington	- ALT Terry Gray
Gary Robinson	Washington State – Director of Information Services	X
Carolyn Purcell	Cisco Sys., Internet Business Solutions Group, Public Sector	X (Video Conferencing)
Presenters	Organization	Present
Jim Keller	King County Office of Information Resource Management	X
Michael Trickey	King County Superior Court	X
Other Attendees	Organization	Present
Ken Gary	Cisco	X
John Benton	Clarity	X
Jordan Moss	Clarity	X
Michael Alvine	King County Council	X
Jennifer Giambattista	King County Council	X
Jim Buck	King County Executive Office	X
Roycee Hasuko	King County Executive Office	X
Tom McBroom	King County Dept. of Development & Environmental Services	X
Caroline Whalen	King County Dept. of Executive Services	X
Cathy Grindle	King County District Court	X
Bob Cowan	King County Office of Management and Budget	X
Tricia Davis	King County Office of Management and Budget	X
Steve Fields	King County Office of Management and Budget	X
Christine Chou	King County Office of Information Resource Management	X
Patti Cole-Tindall	King County Office of Information Resource Management	X
Ayele Dagne	King County Office of Information Resource Management	X
Ashley Hillman	King County Office of Information Resource Management	X
Zlata Kauzlaric	King County Office of Information Resource Management	X
John Klein	King County Office of Information Resource Management	X
Gary Lemenager	King County Office of Information Resource Management	X
Katie Moriarty	King County Office of Information Resource Management	X
Ann Moses	King County Office of Information Resource Management	X
Gary Tripp	King County Office of Information Resource Management	X
Maureen Weiser	King County Office of Information Resource Management	X
Dave Ryan	King County Prosecuting Attorney Office	X
Lisa Hillman	King County Public Health	X
Roger Kirouac	King County Public Health	X
Kelly Furner	King County Sheriff's Office	X
Lea Ennis	King County Superior Court	X
Paul Sherfey	King County Superior Court	X
Steve Finney	Microsoft	X
Julian Soh	Microsoft	X
Tarik Reyes	Northrop Grumman	X

Introduction

King County Executive Ron Sims welcomed the Strategic Advisory Council members and other meeting attendees. Executive Sims introduced the attendees filling in for regular SAC members: Paul Strohmeier, attending for Amy David; Terry Gray, attending for Ron Johnson; and Nate Elledge, attending for Sheriff Rahr. Executive Sims welcomed Carolyn Purcell, who attended the meeting via video conference.

Executive Sims moved onto the meeting agenda and into the approval of the January 2008 SAC meeting minutes.

Minutes Approval: January 17, 2008 SAC Meeting Minutes were approved unanimously by those present.

Discussion Topics

Ron Sims introduced the first agenda topic and turned the meeting over to King County CIO David Martinez to present.

1. Report Back for Strategic Direction

David summarized discussion from the January 2008 SAC meeting regarding the Superior Court's Case Management System and the Prosecuting Attorney's Information Management System. Both agencies experience inefficiencies in their business processes because of outdated systems. In January, the SAC members agreed that both agencies report on their progress and recommendations for addressing the reported issues at the next SAC meeting.

Court's Case Management System

Judge Michael Trickey [Judge, King County Superior Court] summarized the issues and presented the recommendations for long and short-term strategy for the Superior Court case management systems.

Case management systems are critical to support daily court operations. The current systems for civil and family cases will be unsupported after June 2009. The case management system for criminal cases is outdated and expensive to maintain. Case management is an essential part of Superior Court business and using a system that lacks support opens up vulnerabilities in security, operability, and maintenance. The courts had been planning to use the State's new solution, which would have provided functionality for both the Clerk and Superior Court, when implemented. However, there have been repeated delays in implementing a statewide case management system. The recommendation is to replace the Superior Court case management systems and participate in efforts for a State-provided solution that will meet all business needs.

The complete presentation is available on the King County Internet at:

http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~//media/business/oirm/governance/SAC/9_08/a_CourtsCaseMgmt_Final.ashx

Executive Sims opened the floor for discussion. SAC members recognized the urgent business needs and supported implementing a case management system to address the reported issues. The following includes some major points the members discussed:

- King County Councilmember Larry Gossett, asked about the state's responsibility for developing a solution. David Martinez highlighted that the Courts can no longer wait for a State solution. Judge Bruce Hilyer [Chief Presiding Judge, King County Superior Court] discussed the state's responsibility and pointed out that the state has shown past inconsistency in following through on implementation schedules. Judge Trickey further discussed the State's responsibilities and indicated the current

estimates for implementation of the State's system are somewhere between 3 to 5 years. As the business needs of the Court need to be addressed promptly, the Superior Court is no longer in a position to continue to wait for a future potential State solution.

- In further response to Councilmember Gossett's discussion, Bob Cowan [Director, King County Office of Management and Budget] emphasized that King County is not the only jurisdiction facing similar issues. Bob discussed a study by Washington State Department of Community, Trade & Economic Development. The study discussed the relationship and responsibilities between local and State governments and recognized a statewide problem related to delivery of basic services to their citizens. A recommendation from the study is for the State to be responsible and to work with counties through funding and collaboration, where counties are service providers. The study and recommendations were presented to the State legislation and will be further discussed.
- King County Councilmember Kathy Lambert discussed the possibility of designing a solution that could potentially be funded by the state and shared with other Washington counties.
- Terry Gray [Associate Vice President, University of Washington] asked for more details on the system de-support issues and implementation timelines. Paul Sherfey [Chief Administrative Officer, King County Superior Court] provided the requested information: the system will continue to work after June 2009 but there will be an increased risk of problems; developing a replacement system will take through the end of 2009.
- Judge Barbara Linde [Chief Presiding Judge, King County District Court] discussed the current District Court system. The system is newer so the District Court is not in a situation similar to the Superior Court. Judge Linde emphasized that it is critical to have integration between the District Court system and the state since there is a lot of interaction between the different counties. Judge Linde concluded that the District Court would need to wait for a future potential solution provided by the State.
- Gary Robinson [Information Services Director, Washington State] emphasized the need to ensure the new system design is in conjunction with the State and takes into consideration the necessary interfaces. Judge Trickey fully agreed with such approach: the system needs to be able to support data exchange with the State.
- Councilmember Gossett asked about the funds needed for the development of the new case management system and the timing for the budget request. Judge Hilyer responded that the project will not add to the budget deficit and that two sources of funding have been secured within the Superior Court budget.
- Hugh Taylor [Corporate CIO and Sector VP, Northrop Grumman Corporation] asked about prospective partnerships with other Washington counties. Judge Trickey discussed the current state of Washington county systems. One of the major reasons that the State's system implementation failed is because the counties have different requirements.
- Paul Strohmeier [Public Sector Representative, IBM] supported cooperation with the State as much as possible and suggested that recommendations presented for SAC consideration should include more detail regarding plans and timelines.
- Stuart McKee [National Technology Officer, Microsoft] supported the presented strategies and advised that the county should move forward quickly.

Executive Sims expressed his support for the recommended strategy and concluded the discussion by asking for any concerns with the recommendation. No concerns were voiced. The recommended strategy was endorsed by SAC. Executive Sims requested that the Superior Court provide progress updates to the SAC.

SAC Endorsement and Direction: Replace case management systems and participate in efforts for a State-provided solution that will meet all business needs.

Prosecutor's Information System

Dan Satterberg [Prosecuting Attorney, King County Prosecuting Attorney Office] summarized the Prosecuting Attorney Office issue with the Prosecutor's Management Information System (PROMIS) (the current system) and presented the recommendations.

PROMIS no longer fully meets the business needs of the King County Prosecuting Attorney Office. The system was implemented in 1984 to keep track of cases going through the court process, but it is not integrated with the court systems or the police, and it lacks document management abilities. Currently the system keeps track of court dates and numbers but paper files are still necessary for managing court records. Looking up meaningful information from the system and locating the correct paper files takes a large amount of staff hours. There is no current state effort to develop a management program for all Washington counties; other jurisdictions are using off-the-shelf options. The Prosecutor briefly discussed the system used in Cook County, Illinois, whose demographics resemble King County, and the system used by the City of Seattle. The recommended approach is for King County to replace the system with an off-the shelf and/or open source solution that supports integration with other criminal justice and document management systems.

The complete presentation is available on the King County Internet at:

http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~media/business/oirm/governance/SAC/9_08/b_PROMIS_Final.ashx

Executive Sims opened the floor for discussion. SAC members recognized the need to implement a new system. The following includes some major points the members discussed:

- Councilmember Lambert asked if the Prosecuting Attorney Office would be able to provide electronic documents to the Clerk's Office as required next year. Mr. Satterberg discussed the difficulties since the PAO is not currently able to input documents and send them electronically using PROMIS. It will require staff to scan the documents and send them electronically while still keeping a paper file.
- Councilmember Gossett asked when the funding would be included in the budget request. Executive Sims indicated that the smaller amount of funding is for 2009 and the larger amount in 2010 will be for implementation.
- Dan Satterberg discussed the impacts of the mainframe phase-out strategy.
- Paul Strohmeier discussed the proposed strategy as sound and emphasized his support for it.
- Scott Boggs [Former VP & Corporate Controller, Microsoft Corporation] advised that standards and methodology need to be in place to enable integration and interfacing between the new PAO system and the new Court's system. David Martinez discussed the approach and measures being taken to have proper data integration between the agencies. Gary Robinson concurred that the ability to integrate data is necessary and the need for standards and methods is absolute.
- Stuart McKee noted that the recommendation should include expectations for data integration and data sharing so data can be shared with other agencies in an "open data exchange" format.

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- Judge Linde supported the need for interfacing between systems but noted that it will be critical to have appropriate security measures in place. There is information that cannot be shared. Executive Sims concurred.
- Carolyn Purcell [Internet Business Solutions Group Director, CISCO] discussed solutions that are currently available on the market that can offer services such as time-stamping documents that are submitted electronically.

Executive Sims supported going forth with the recommendation presented by the Prosecuting Attorney Office.

SAC members expressed no concerns with endorsing the recommendation.

SAC Endorsement and Direction: Replace system with an off-the-shelf and/or open source solution that supports integration with other criminal justice and document management systems.

2. SAC Policies and Directions

Executive Sims introduced the second agenda topic and turned the meeting over to David Martinez to present.

David Martinez clarified that of the four policies and directions being discussed, only one is ready to be endorsed by the SAC as a countywide policy. The other three are being introduced to SAC for discussion and SAC's endorsement/direction to further develop and implement the policies and related documents.

Acceptable Use Policy for IT Assets

David Martinez discussed the purpose for the policy: to govern the acceptable use of the county's IT assets. Work on this policy lasted several years and the policy was thoroughly vetted. The policy was developed with participation from business and technology representatives from the county's IT governance and review from the county's human resources, legal, and labor representatives. The unions in the King County Coalition have agreed to the policy.

Executive Sims opened the floor for discussion.

- Councilmember Lambert questioned the use of the word "additional" on page 4 of the policy. David Martinez agreed that this would need to be looked into, however it appears that it would be more of a "cosmetic" change. David suggested that it not hinder the adoption of the policy. Councilmember Lambert agreed.
- Councilmember Gossett inquired about the status of approval with the unions. David Martinez replied that there is an understanding that the unions will agree to the policy. Patti Cole-Tindall [HR Service Delivery Manager, King County OIRM] added that as of the SAC meeting, unions representing 51% of county employees have formally signed the policy.
- Judge Hilyer and Judge Linde asked to abstain from voting since their agencies currently have an acceptable use policy.
- Dan Satterberg asked if the policy is intended to replace agency policies. Executive Sims clarified that the intention is to formalize the acceptable use of county's IT assets.

Executive Sims asked if the SAC members had any concerns with endorsing the policy as a countywide policy. SAC members had no concerns.

SAC Decision: Endorse the Acceptable Use of IT Assets policy as a countywide policy.

SAC Direction: Organize and facilitate countywide employee orientation starting in 2008 with a target to complete in Q2/2009.

IT Project Manager Certification Policy

David Martinez talked about the intent behind the IT Project Manager Certification Policy. The intent is to formalize a consistent approach for selecting and assigning project managers (PMs) with appropriate credentials and experience to manage the county's IT capital projects. The expectation is that the SAC will endorse development of the policy, criteria and guidelines for assigning an appropriate PM to the project based on size, complexity, and criticality of the project. The policy will be developed and vetted through the county.

Executive Sims opened the floor for discussion.

- Scott Boggs asked about the need to have a policy for project management certification: The managers should have enough knowledge about employees and be able to assign them to projects appropriately. David Martinez clarified that the policy will augment the current process and will help managers to decide on the appropriate PM. Bob Cowan added that some agencies hire PMs from outside the county so there is little to no first hand knowledge of abilities. The policy will help to assess PM skills/capabilities.
- Councilmember Gossett supported certification but also discussed his concern with the possibilities of the process being cumbersome; it could be difficult at a broad policy level to group PMs according to experience. David Martinez clarified that the policy would be an educational tool for managers and not a paper certification. Executive Sims' expectation is that the policy would be a way to further define skills, specifically for interdepartmental projects. For example, a PM may have experience with large projects but not large transportation projects.
- Councilmember Lambert asked if step increases should be sufficient to determine skill level. Executive Sims discussed that an employee could appropriately attain their step increase but still not be skilled for a specific type of project.
- Hugh Taylor supported certification but also suggested using the resume, including background and experience, as a tool to determine the skill level of a PM.
- Stuart McKee agreed that the county needs a consistent project management methodology. Certification is needed, not only for people but also for processes.
- David Martinez talked about the county's project management methodology; the project managers should be adopting it to ensure consistency of the process. That would be one of the certification criteria.
- Joel Chaplin [CIO, Motricity] asked if a Project Manager Certification Policy would improve the process of selecting appropriate Project Managers. David Martinez confirmed the expectation that it would tighten the process and create a consistent process for selection of PMs.

Executive Sims proposed to move forward with the development of the policy, associated criteria and guidelines.

SAC members endorsed the development of the policy to certify IT project managers and associated criteria and guidelines.

SAC Decision: Require certification of IT project managers.

SAC Direction: Proceed with development and implementation of the policy, certification criteria and guidelines.

Protected Electronic Data Encryption Policy

David Martinez pointed out that the Protected Electronic Data Encryption Policy focuses on electronic data and does not address non-electronic formats of protected information. It will standardize protection of data across the county.

Executive Sims opened the floor for discussion.

- Councilmember Gossett asked for clarification on what constitutes protected information that the policy will protect and pointed out that King County, as a public entity, is subject to public record disclosure. Bob Cowan listed some examples of protected information including social security numbers, health information (protected by HIPAA), or personal information.
- David Martinez indicated that the county needs to review and define what constitutes protected data.
- Dan Satterberg emphasized the need for that effort – there needs to be a clear definition of protected data and what information is considered public record.
- Stuart McKee advised that strong data management is needed to protect all data when it moves electronically. Encryption is just one of the components of data protection.

Executive Sims asked the SAC members for any concerns with developing a Protected Electronic Data Encryption Policy.

The SAC expressed no concerns with development of the policy.

SAC Decision: Approve restricting access to protected data in applications, and encrypting protected data when moving it.

SAC Direction: Identify an objective in the strategic technology plan to develop and implement a policy.

PC Power Management Policy

David Martinez discussed a Budget Advisory issued for the Executive branch earlier in the year that included ways to cut down on energy consumption, thereby saving money. The county has implemented a power management product (Verdiem) in the Executive branch. This product causes computers that are not in use to initiate a 'sleep mode' automatically, reducing the power consumed by the idle devices. In the last eight months, the utility companies recognized the county for its energy savings. A countywide policy for power management would give the county the opportunity to govern compliance and achieve energy consumption goals. The policy would create guidelines to ensure energy consumption and standardization countywide. Reducing energy consumption can result in rebates from utility companies and generate savings overall. This approach would be implemented not only for PCs but also in all other areas of IT infrastructure and ensure the county's IT equipment is Energy STAR compliant.

Executive Sims opened the floor for discussion.

- Dr. Gray asked if the energy savings have been estimated. David Martinez confirmed that the savings were calculated based on actual measurements that the county provides to utilities. The savings from Verdiem were compared to other energy savings options like replacing older, less efficient monitors. Dr. Gray asked if the county's procurement processes will take in consideration target energy goals. David Martinez indicated that the county's energy manager will address that aspect. Dr. Gray discussed comparing Verdiem to using Microsoft group policy for managing computer usage. David Martinez provided an example of a problem when using Microsoft group policy, such as with the SSL VPN. Jim Keller [Service Development and Management Director, King County OIRM] added that Verdiem solution provides reporting on utility savings.
- Gary Robinson discussed that the State is using a similar approach – physical equipment is being examined for energy conservation and software is being utilized to assist with power management. Mr. Robinson expressed his strong support for this initiative.
- Executive Sims discussed his efforts in the areas of energy conservation, the progress the county has made in that area, and his strong support for this policy.
- Councilmember Gossett spoke in favor of endorsing the policy.

Executive Sims asked the SAC members for any concerns to developing a PC Power Management Policy.

The SAC members had no concerns and approved the policy implementation.

SAC Decision: Approve implementation of PC power management countywide, and identify and implement tools to adhere to the policy.

SAC Direction: Power Management becomes a strategic objective and priority as part of the county's Strategic Technology Plan.

The complete presentation is available on the King County Internet at:

[http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~media/business/oirm/governance/SAC/9_08/SAC_Policies_And_Directions_Final.ashx](http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~/media/business/oirm/governance/SAC/9_08/SAC_Policies_And_Directions_Final.ashx)

3. Countywide IT Scorecard

Executive Sims introduced the third agenda topic and turned the meeting over to David Martinez to present.

David Martinez introduced the new countywide IT scorecard, which varied from the previous year. The changes that have been made were based on requests by the SAC at the January/08 meeting.

David recognized and thanked Computer Associates for being the corporate sponsor of the new scorecard and for providing help in the formulation and presentation of the data.

David also recognized and thanked Microsoft for being the corporate sponsor of the video conferencing solution provided for this meeting. Carolyn Purcell is attending the meeting remotely via video conference.

David Martinez introduced Jim Keller to present the scorecard. Jim Keller discussed the two parts of the countywide IT Scorecard – the view of strategic objectives and the view of all 140 projects that have been in the Project Review Board (PRB) oversight over the past three years. The strategic objective view shows the

18 strategic objectives for the 2005 – 2008 period and the associated outcomes for each objective. Cost, schedule and outcomes were measured and 47% of the planned outcomes were achieved. The project view depicts how much funding was appropriated, how much spent, and the number of projects completed, in progress and not started for each of the four goal areas outlined in the Strategic Technology Plan. The results showed that the majority of technology funding over the past three years has been in the area of risk management, followed by public access/customer service and efficiency.

Executive Sims opened the floor for discussion.

- Scott Boggs asked for clarification between projects and outcomes. Jim Keller replied that there is not a definite one-to-one relationship between projects and outcomes; some outcomes are operational and not mapped to a project. Scott further discussed differences in appropriations on the second and the first view. Jim clarified that the second view shows all projects while the first view shows only strategic projects.
- Councilmember Lambert was concerned about the number of projects' schedule changes. Jim Keller talked about a number of factors that can contribute to a schedule change. The biggest reason is that many projects do not start on time. Scott Boggs suggested having a pie chart of schedule changes showing schedule changes by amount of delay.
- Executive Sims suggested identifying the level of risk associated by project size.
- Councilmember Lambert further discussed her concerns over the number of yellow projects and suggested a better interpretation of that data. Jim Keller described the process and elements of the Project Review Board oversight for projects reporting yellow and red status.

Executive Sims concluded the discussion by recognizing the value of the scorecard David presented and thanking the members for the follow-up discussion that would lead to further improvements.

The complete presentation is available on the King County Internet at:

http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~media/business/oirm/governance/SAC/9_08/Countywide_IT_Scorecard_Final.ashx

4. Strategic Technology Plan

Executive Sims introduced the fourth agenda topic and asked David Martinez to present.

David briefly outlined the proposed strategic direction for the county for 2009 and beyond. In consideration of the current fiscal situation and the fact that several of the strategic initiatives outlined in the 2006 – 2008 Strategic Technology Plan are still in process, the recommendation is to extend the current plan through 2009 instead of developing a new strategic plan. The new revised plan would be developed for the period 2010 -2012.

Executive Sims asked for any concerns regarding the proposed approach.

Scott Boggs discussed that, due to the current budgetary conditions, many private sector companies are taking the same approach.

SAC members expressed no concerns regarding the proposed approach and endorsed extending the current Strategic Technology Plan through 2009.

The complete presentation is available on the King County Internet at:

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http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~media/business/oirm/governance/SAC/9_08/a1_Proposed_Approach_2008_2009_Final.ashx

and

http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~media/business/oirm/governance/SAC/9_08/Proposed_Approach_2010_1012_Final.ashx

5. Other Business

Executive Sims introduced the final agenda topic: Recognition of county's IT awards.

David Martinez presented six awards King County has received in 2008:

- CIO 100 Award recognition, from CIO Magazine
- NaCo Achievement Award, from National Association of Counties
- Digital Government Achievement Award in the Government to Government Category, from Center for Digital Government
- National 'Best of the Web' County Portal, from Center for Digital Government
- Outstanding Use of Technology from Center for Digital Government and their partner NaCo
- Best Use of Technology in the Government, Non-Profit or Education Sector from the Washington Technology Industry Association.

The complete presentation is available on the King County Internet at:

http://www.kingcounty.gov/business/oirm/governance/strategicadvisorycouncil/meetings/~media/business/oirm/governance/SAC/9_08/a_2008_Recognition_Awards_Final.ashx

Executive Sims opened the floor for final discussion and comments from the SAC members.

Councilmember Lambert asked about the 800 MHz Radio project. Executive Sims discussed the current status and plans. Eight working groups involving local jurisdictions, emergency responders, and technical, executive, and business representatives are working on the project. Motorola has announced they will not support analog networks as of December 2010 and are switching to digital. The working groups are determining how to finance new digital equipment and how much support Motorola will be providing during the transition. Pierce and Snohomish Counties are facing the same challenges but it is difficult to know which direction they will take. Executive Sims would like to see an integrated solution for the entire Puget Sound area. Executive Sims offered to provide the County Council with an update on this issue.

Councilmember Lambert asked if the 700 MHz network would interface with the current transit system and Executive Sims confirmed that it would; transit is an important part of the emergency system.

With no further discussion or comments, Executive Sims thanked all attendees for their help and support of the county's IT governance and adjourned the meeting.

NEXT MEETING: The meeting date and location will be announced at a later date.