



King County

**2008 Annual Technology Report
Appendix L: 2008 Key IT Operational
Accomplishments**

June 2009

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Introduction

This document is created as an appendix to the 2008 Annual Technology Report. It provides a summary list of the key information technology (IT) operational initiatives and accomplishments that county agencies and departments completed or initiated in 2008.

The county has achieved significant accomplishments in all functional areas of IT operations, including customer service, system Service, application service, IT planning and IT administration. Table 1 provides more detail about types of services that are included in each of the functional areas.

IT Function Categories	Services
Customer Services	<ul style="list-style-type: none"> ▪ Tier 1 helpdesk ▪ Tier 2 support ▪ Tier 2 personal computer (PC) support ▪ Personal digital assistant (PDA) support ▪ Other mobile devices ▪ Tier 2 productivity tools ▪ Tier 2 business application support ▪ Training
System Services	<ul style="list-style-type: none"> ▪ Network connectivity ▪ Workstation administration ▪ Server administration ▪ Database administration ▪ Security administration
Application Services	<ul style="list-style-type: none"> ▪ Website design/maintenance ▪ Desktop application development/maintenance ▪ Geographic Information System (GIS) application development/maintenance ▪ Requirements analysis ▪ Data administration ▪ Application administration ▪ Custom application maintenance ▪ Package application maintenance
IT Planning	<ul style="list-style-type: none"> ▪ Strategic planning and governance ▪ Research and development ▪ Disaster recovery/planning
IT Administration	<ul style="list-style-type: none"> ▪ Asset management ▪ IT procurement ▪ Project management ▪ Standards and policies development ▪ Administrative support

Table 1: IT Function Categories and Services

The key IT operational initiatives and accomplishments are reported by agency/department and grouped by IT Function Categories. Table 2 provides a comparison of the number of IT operational initiatives for each category. Countywide, the majority of operational initiatives were in the area of application services, followed

by system services, customer services, IT planning, and IT administration.

IT Function Categories	Number of Initiatives (OIRM–Central IT)	Number of Initiatives (Executive Branch, Excluding OIRM)	Number of Initiatives (Agencies)	Total
Customer Services	18	23	4	45
System Services	27	30	10	67
Application Services	31	65	11	107
IT Planning	13	22	5	40
IT Administration	13	22	1	36

Table 2: 2008 Key IT Operational Initiatives by Category

The 2008 key operational initiatives identified for the Executive Branch (excluding central IT – Office of Information Resource Management (OIRM)) are grouped by IT Function Categories as follows:

- 40.1% in Application Services,
- 18.5% in System Services,
- 14.2% in Customer Services,
- 13.6% in IT Planning, and
- 13.6% in IT Administration.

For central IT (OIRM), the 2008 key operational initiatives are grouped by IT Function Categories as follows:

- 30.4% in Application Services,
- 26.5% in System Services,
- 17.6% in Customer Service,
- 12.7% in IT Planning, and
- 12.7% in IT Administration.

The reported 2008 key operational initiatives from county agencies are grouped by IT Function Categories as follows:

- 35.5% in Application Services,
- 32.3% in System Services,
- 16.1% in IT Planning,
- 12.9% in Customer Services, and
- 3.2% in IT Administration.

For Executive Branch departments, the accomplishments are reported based on the IT Service Delivery Plans developed for the 2007/2008 period. IT Service Delivery Plans were created for each Executive Branch department by IT Service Delivery Managers (IT SDMs). The purpose of the plans is to define the IT organization and how IT services are delivered to support the mission and business needs of each department. A brief update on the 2008 accomplishments outlined in the Service Delivery Plans was provided by IT SDMs and it has been included in this report. This update completes this first cycle of IT service delivery planning.

For the organizations outside of Executive Branch, a separate effort was conducted to collect the information about operational accomplishments in 2008. The IT Governance was instrumental in the data collection effort. Business Management Council and Technology Management Board representatives worked with their agency staff to provide the information for this report.

There are several key initiatives that were undertaken countywide in the majority of county's IT organizations. They include:

- Business Continuity and Disaster Recovery planning,
- Disaster recovery exercises,
- Migration from an unmanaged web environment to a managed web environment enabled by implementation of a web content management system,
- Implementation of the new, more efficient remote connectivity utilizing Secure Sockets Layer Virtual Private Network (SSL VPN),
- Deployment of thin client devices when replacing personal computers to reduce costs,
- Personal computer power management to reduce costs,
- Evaluation of opportunities for server virtualization to generate efficiencies and reduce costs, and
- Restructuring of IT organizations in the Executive Branch departments.

In addition to these common key operational initiatives, the county's departments and agencies have completed and undertaken other initiatives that are specific in supporting their agency business operations.

A more detailed list of key operational initiatives and accomplishments by specific department/agency and for central IT (OIRM) is provided in the following sections of the report.

2008 Key IT Operational Initiatives and Accomplishments

County Council

The County Council (KCC) has reported completion of 3 key IT operational initiatives undertaken in 2008, and partial completion of 3 initiatives.

IT Function Category	IT Services: Key 2008 IT Operational Initiatives	Status
System Services	SSL VPN – Completed integration with Active Directory.	Completed.
	Structured Query Language (SQL) Server – upgrade to version 2005.	33% Complete.
Application Services	Granicus/InSite online services implemented. Provides public access to all King County legislative information integrated with video archives of all meetings.	Completed.
	Legistar upgrade – Acquired new version of legislative information system.	Project 50% Complete.
	InSite upgrade – Acquired new version of web product providing public access to all King County legislative information.	Project 50% Complete.
	Intranet Quorum – Acquired a comprehensive constituent relationship management system to assist staff with correspondence management.	Completed.

Department of Assessments

The Department of Assessments (DOA) has reported completion of their 3 key IT operational initiatives undertaken in 2008.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
System Services	Upgraded database to SQL Server 2005.	Completed.
Application Services	Converted web site from Metrokc.gov to KingCounty.gov and moved from an unmanaged web environment to a managed web environment (WCMS).	Completed.
IT Planning	Completed first disaster recovery test and validated that the disaster recovery plan works.	Completed.

Department of Adult and Juvenile Detention

The Department of Adult and Juvenile Detention (DAJD) has reported completion of 25 key IT operational initiatives and seventy-five percent completion of 1 initiative undertaken in 2008.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Software Inventory – comprehensive inventory of all desktop software owned and installed within department.	Completed.
	Hardware Inventory – comprehensive inventory of all computer hardware within the department. Includes servers, desktops, laptops, and printers.	Completed.
	Youth Service Center Flood Damage Move – Service as technical project manager for all computer related activities associated with this multi-year project.	75% Completed.
	Translation Icon - investigate alternatives and implement a network solution to add a language translation icon to all department personal computers.	Completed.
	NetBots Installation – environmental monitoring devices acquired and installed at the King County Correctional Facility (KCCF) and the Regional Justice Center (RJC) server rooms.	Completed.
System Services	SSL-VPN Remote Connectivity – implement new remote connectivity.	Completed.
	Off-site Backup – Redundant data backup at both Seattle and Kent locations.	Completed.
	LT Auditor + - acquired and implemented an auditing tool that monitors the department’s network and directories.	Completed.
	Security Training - Holistic Information Security Professional (HISP) course.	Completed.
	Security Training - Certified Information Systems Security Professional (CISSP) Class/Certification.	Completed.
	Server Room Modernization – acquired and installed server racks for both KCCF and RJC server rooms.	Completed.
	Host Intrusion Prevention System (HIPS) 7.0 Implementation – install and test migration from HIPS 6.0 to 7.0.	Completed.
Application Services	Microsoft (MS) Access Database Clean-up Project – identified and reduced the number of Access databases from 2,500 to around 600.	Completed.
	Verdiem Power Management – a “green” initiative that monitors and limits the powers consumed by our department personal computers.	Completed.
	WCMS - Migrate the department Internet site to WCMS.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services, <i>cont.</i>	Learning Center - coordinate and facilitate the design, setup, and installation of the Learning Center facility within Community Corrections Administration (CCD).	Completed.
IT Planning	Business Continuity – conduct full test in 2008.	Completed.
	Thin Client Deployment - investigate the feasibility of department using Thin-Client devices within existing Novell operating system.	Completed.
	Crimes Disaster Recovery Plan - work with the vendor to develop and execute a disaster recovery plan for Crimes.	Completed.
	Keefe Disaster Recovery Plan - work with the vendor to develop and execute a disaster recovery plan for Keefe Financials.	Completed.
	Inmate Telephone System – team member to evaluate and score vendor Requests for Proposals (RFPs).	Completed.
	Annual Security Plan - complete and publish the annual IT security plan for department	Completed.
IT Administration	Washington Start Patrol (WSP) Audit - Identify employees that need certification and coordinate with WSP and DAJD Training Unit.	Completed.
	Application Portfolio Management - identify, update, and maintain all DAJD applications in the new web based tool.	Completed.
	Operational Review Presentations – presented to Director and CIO twice a year.	Completed.
	DAJD Performance Metrics – generate monthly performance metrics report for the department.	Completed.

Department of Community & Human Services

The Department of Community & Human Services (DCHS) has reported completion of 7 key IT operational initiatives undertaken in 2008, 4 initiatives in progress (including 2 ongoing initiatives), and 1 initiative delayed due to lack of available staff.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	IT Reorganization Technical Initiative: Service Desk roll-out.	Completed.
	Expansion of Help Desk to be department-wide, including TrackIt implementation and establishment of work order priorities and policies and procedures.	Completed.
System Services	IT Reorganization Technical Initiative: HP assessment for server consolidation/virtualization.	Completed.
	IT Reorganization Technical Initiative: Thin Client Project.	In progress – ongoing.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services	Community Services Division (CSD) internal applications and database restructuring.	Delayed due to lack of available staff.
	Mental Health Corporations of America (MHCA) Disability Service Division (DSD) Mental Illness and Drug Dependency (MIDD) Implementation.	In progress – ongoing.
Application Services, <i>cont.</i>	MHCADSD High Utilizer project.	In progress – 10% complete.
IT Planning	Pandemic Flu planning – assessment of essential staff telecommute readiness.	Completed.
	Business Continuity and Disaster Recovery Planning.	In progress – 85% complete.
	IT Reorganization transition planning.	Completed.
IT Administration	2007 Annual Security Compliance Report quality improvement plan.	Completed.
	2009 Service Delivery Plan.	Completed.

Department of Developmental & Environmental Services

The Department of Developmental & Environmental Services (DDES) has reported completion of 6 key IT operational initiatives undertaken in 2008, 5 initiatives partially completed, 2 initiatives delayed, 1 cancelled, and 1 ongoing.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Expand application system and technical training for end users.	Delayed due to staff reduction.
	Install virtual presence (ViPr) video conference unit to reduce travel time and expense.	Completed.
	Create online IT Service Request Form and processes.	In progress – 50% complete.
Application Services	Continue expansion of Web-based information and services for customers.	Ongoing.
	Develop additional electronic payment options.	Canceled, will be included in Permit Integration Project.
	Develop a GIS application to track Critical Areas determinations and enhance Critical Areas data subsequent to field research.	In progress - 95% complete.
	Implement Geographic Information Systems and Mapping Operations (GISMO) version 2.0.	In progress – 75% complete.
	Replace existing Cold Fusion parcel search application with an improved service.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services, <i>cont.</i>	Implement identified report improvements.	Completed.
	Analyze methods of obtaining federal and state permit status data.	Not started.
	Create system auto alerts for permit status changes.	Completed.
	Complete enhancements to internal permit inquiry system.	Completed.
	Convert obsolete Access reports to Crystal Reports.	Completed.
	Automate the absence request form.	In progress – 70% complete.
	Create inspection tracking system for Land Use Services Division (LUSD).	In progress – 60% complete.

Department of Executive Services

The Department of Executive Services (DES) has reported completion of 21 key IT operational initiatives undertaken in 2008, 6 initiatives partially completed, and 1 initiative delayed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Align departmental service level agreements (SLAs) to KCIT Central SLAs .	Delayed due to delay in hiring permanent IT SDM.
	SSL VPN implementation for DES remote users.	80% complete – awaiting solution for laptop users.
	Implementation of HEAT Ticketing System for Facilities Management (FMD) and TrackIT! for the Finance and Business Operations Division (FBOD) to provide incident tracking.	Completed.
System Services	HIPS 4.0 Upgrade.	Completed.
	Alternative Data Center – Human Resources Database Repository (HRDR) 1st responder.	Completed.
	Implement Verdiem Power Management.	Completed.
	Established Microsoft web application framework ASP.NET 2.0 development environment.	Completed.
	Migrate all FMD workstations from static to dynamic Internet Protocol (IP) using group policies.	Completed.
Application Services	Implementation of furlough for the old bi-monthly county payroll system MSA, Payroll Online (POL) and PeopleSoft.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services, <i>cont.</i>	Courtesy notices implemented and mailed for individuals whose taxes are paid via their mortgage companies.	Completed.
	E-Pet Upgraded.	Completed.
	E-Donations Implemented.	Completed.
	Oracle Financials 3rd Party Check Writer replaced with Oracle Extensible Markup Language (XML) Publisher Product.	Completed.
	eCommerce Capacity Charge Payments implemented.	Completed.
	Business licensing program rewrite.	80% Complete.
	Group Policy Objects (GPOs) created to automate installs of: <ul style="list-style-type: none"> o McAfee Agent, o McAfee VirsusScan, o HIPs, o Verdiem. 	Completed.
	KC Electronic Records Management Pilot (ERMS) in Human Resources Department (HRD).	Completed.
	System Center Configuration manager (SCCM) – Agent deployment & testing.	70 % complete.
	Captaris Alchemy document management software installation.	Completed.
	Move WebEOC, a web-based information management system providing real-time access to emergency information, to hosted service for disaster recovery and cost savings.	90% (awaiting completion of contracting).
	Move web content to Web Content Management System.	85% complete.
	Finance intranet web site upgraded to .net template.	Completed.
	CWAS transition to PeopleSoft.	Completed.
Upgrade of hardware and software for Maxess gate system at the Youth Service Center.	90% complete Complete.	
IT Planning	Performance Measurement <ul style="list-style-type: none"> o Define Metrics, Measure Baseline, o Set target measures. 	Completed.
IT Administration	Verify Department Inventory.	Completed.
	Implemented TrackIT! in FBOD for asset tracking and Help Desk functionality.	Completed.
	Documented all FMD IT Procedures.	Completed.

Department of Natural Resources & Parks

The Department of Natural Resources & Parks (DNRP) has reported completion of 3 key IT operational initiatives undertaken in 2008, 12 initiatives in progress, 9 initiatives ongoing, and 2 delayed, and 1 redirected.

Department of Natural Resources & Parks - All Divisions

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services	Request negotiation to continue the use of the dnr.metrokc.gov sub-domain with the new owner in order to redirect traffic to the new domain names/servers after King County makes its domain name change.	Migration to WCMS and the kingcounty.gov domain name has proceeded on schedule.
IT Planning	Investigate the feasibility of using the OIRM, active directory integrated SharePoint server to provide discussions boards, on-line surveys, knowledgebase and file libraries to department staff.	DNRP will be an early adopter of enterprise SharePoint when it becomes available.
	Investigate PDA support for web development, emergency services and remote data access for field staff, and determine the security vulnerabilities inherent to this technology.	Flood warning web application has been redeveloped to support PDA access.

Department of Natural Resources & Parks - Directors Office

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services	Continue use of dnr.metrokc.gov sub-domain to manage Web traffic/redirect to new servers.	Continuing server into mid-late 2009 Complete.
	Migration of integrated Web site, dozens of applications and 5000 document files to kingcounty.gov.	Migration complete; link clean-up/repair and external update requests ongoing.
	Quality assurance/quality control (QA/QC) system to identify, quantify, prioritize ongoing Web site needs across the department.	Completed.

Department of Natural Resources & Parks - WLRD

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Ongoing support for systems hosting DNRP web applications.	Ongoing
	Ongoing support and development of Laboratory Information Management System (LIMS) and other systems and device interfaces specific to the Environmental Laboratory.	Ongoing

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services, <i>cont.</i>	Ongoing support for Web publishers and site users.	Ongoing
Application Services	Migration of over 2000 web pages to the county WCMS and the support/management of the page re-directing necessary for citizens and businesses to continue to easily find department web pages.	Migration of web pages to WCMS IS 100% complete, post migration web page cleanup is about 75%.
	Ongoing work by the Science Section to develop applications necessary to their line of business and data management needs.	Development of science specific applications is ongoing.
	Migration of 2000+ Web pages to Sitecore WCMS, migration of dozens of Web applications to kingcounty.gov domain, and update to thousands of e-mail references and traffic management/redirects.	Migration complete; link clean-up/repair and external update requests ongoing.
	Re-development of Flood Warning Center emergency services application from ColdFusion to ASP.NET.	Completed.

Department of Natural Resources & Parks - GIS

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services	Continued development of authoritative data layers.	Development of authoritative data layers is ongoing work.
	Implementation of an enterprise address verification and maintenance tool.	Address search web service is in development, expected completion in 2009.
	Continued efforts toward incremental accuracy improvement of cadastral data.	Accuracy improvement of cadastral data is ongoing work.
	Second annual imagery acquisition plan.	Second imagery acquisition has been scoped and contracted. Data to be collected Spring 2009.
	Develop beta ArcGIS Web-based map system (click-and-drag map architecture).	Beta complete, development ongoing.

Department of Natural Resources & Parks - Parks

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
System Services	Add the Tolt-McDonald Park site to the King Count wide area network (WAN).	Addition of the Told-McDonald site to KC WAN delayed by site construction. Working with KCIT Central to complete in Q2/2009.
	Continued work with OIRM to develop improved wireless reporting capabilities at all Parks sites where King County Public Access Network (KCPAN) is available.	Parks is continuing work with KCIT Central to improve KCPAN reporting.
Application Services	Work with Solid Waste Division staff to expand their implementation of Track-It to Parks.	The expansion of Track-IT for Parks use has completed.

Department of Natural Resources & Parks - SWD

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
System Services	Upgrade of the Cedar Hills site building and local area network (LAN) infrastructure.	Cedar Hills infrastructure upgrade delayed.
Application Services	Expanded use of the enterprise Track-IT implementation to cover WLRD and Parks Divisions.	Track-IT use expanded to Parks, WLRD use redirected to new county implementation of Altiris.
	Expand the use of thin clients within the division, including usage to collect field worker time at remote locations.	Thin client implementation is ongoing.
	Expansion of the business intelligence capability developed in 2007 by addition of data from GPS, equipment and facilities programs, and environmental monitoring applications.	Business Intelligence is ongoing.
IT Planning	Complete the implementation of Avaiil software for disaster recovery/data replication.	After testing SWD chose to implement DR/data replication using Distributed File System replication.

Department of Natural Resources & Parks – WTD

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
System Services	Connection of the new Wastewater Treatment Division Brightwater site to the King County WAN via institutional network (i-Net).	I-Net Project to connect the Brightwater site to the King County WAN has been put on indefinite hold to look at alternate solutions.

Department of Transportation

The Department of Transportation (DOT) has reported completion of 14 key IT operational initiatives undertaken in 2008, 11 initiatives partially completed/in progress, and one initiative ongoing.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Implemented Helpdesk performance metrics in all DOT Divisions.	Completed.
	Implement SSL VPN.	Completed.
Customer Services, <i>cont.</i>	Implement Verdiem Power management.	In-progress 70% completed.
	Created Roads ServiceDesk SharePoint site.	Completed.
	Complete consolidation of Transit LAN Admin.	Completed.
	Supported Construction Audit.	In-progress 90% completed.
System Services	Improve Disaster Recovery by migrating backup/development/Test servers to Transit Control Center.	In progress 50% completed.
	Upgrade Transit Enterprise Database.	Completed.
	Completed replacement of 200 on-board security camera systems.	Completed.
	Replace faulty wireless connections at Central base with new fiber for Fuel Management System.	Completed.
	Migrate major systems to IBM blade farm and NAS.	Completed.
	Moved Oracle databases (and shell scripts) from legacy Tru64 Unix platforms to new IBM blade farm (Linux).	Completed.
Application Services	Move DOT web sites into the Web Content Management System.	In-progress 10% completed.
	Transportation Network (TNET) project.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services, <i>cont.</i>	System and reporting modifications for Link Light Rail.	Completed.
	Migrate DOT SharePoint sites from Windows SharePoint Services (WSS) 2.0 to WSS 3.0.	In-progress 80% completed.
	Upgrade Roads Alert.	Completed.
	Transit Service Quality System (mobile GIS).	Completed.
	Redesigned Metro Online home page.	In-progress 90% completed.
IT Planning	IT Reorganization.	In-progress 40% completed.
	Support Accountable Business Transformation (ABT).	In-progress.
	Developed DOT Thin Client solution.	In-progress 95% completed.
	Developed common DOT data backup solution.	In-progress 90% completed.
	Participated in two Rapid Response Teams.	Completed.
IT Administration	Participated in Asset/Inventory project.	In-progress.
	Support all IT Governance activities including policy and standards work.	On-going.

District Court

King County District Court (KCDC) has reported completion of 6 key IT operational initiatives undertaken in 2008, and 1 initiative in progress.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Processed 483 helpdesk tickets – average time for completion: 1 day usually less than 3 hours.	Completed.
System Services	Microsoft Office SharePoint Server (MOSS) 2008 Deployment.	In progress.
	Added new servers for FTR gold and DCOR Database.	Completed.
	Assisted in migration from Active Directory 2003 to 2008.	Completed.
	Migrated server backups from tape to NAS.	Completed.
Application Services	Intranet web migration to WCMS.	Completed.
IT Planning	Successfully tested backup and recovery plan for DCOR.	Completed.

Office of Information Resource Management

The Office of Information Resource Management (OIRM) has reported completion of 75 key IT operational initiatives undertaken in 2008, and 14 initiatives in progress.

OIRM- Enterprise Services

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services <i>Enterprise Application Services</i>	Implementation of an Enterprise Help desk portal.	Completed.
	Business continuity testing utilizing off site failover environments for critical applications performed successfully.	Completed.
	CIO 100 award for development and implementation of the "Ingress" security gateway application.	Completed.
	Digital Government Best of the Web award for the King County Internet.	Completed.
	Successful retirement of the "Metrokc.gov" url and implementation of the new "KingCounty.gov" url.	Completed.
	Successful development and implementation of the Child Advocate Case Management System (CASA) for Superior Court.	Completed.
	Successful upgrade to the current version of the Message Queue environment and applications.	Completed.
	Upgrade of CICS Mainframe environment and all application programs.	Completed.
	Implementation replacement of Mainframe based Automated Fingerprint Information System (AFIS) name index system with current technology Web based application.	Completed.
	Implementation of new application to support Board of Equalization Appeals case management.	Completed.
	Implementation of a web based Court Interpreter enrollment/assignment application for Superior Court.	Completed.
	Implementation of e-ticket web based application for District Court, enabling ticket payments on line.	Completed.
	Implementation of furlough for MSA and POL (Payroll applications supporting 2/3 of the county work force).	Completed.
	Courtesy notices developed and implemented for real property tax payers.	Completed.
	Business licensing programs were rewritten.	Completed.
Pie Chart displaying the distribution of real property taxes implemented for each real property account.	Completed.	

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status	
Application Services, <i>cont.</i> <i>Enterprise Application Services</i>	E-Pet web based payments (pet licenses) upgraded to current technology.	Completed.	
	New E-Donations application for pets implemented on the web.	Completed.	
	Oracle Financials 3rd Party Check Writer replaced with Oracle XML Publisher product.	Completed.	
	eCommerce Capacity Charge Payments implemented for public use.	Completed.	
	Requirements and design for county wide Incident Tracking application.	Completed.	
	Stabilized Juvenile Justice application (JJWEB) and participated in RFP creation and product replacement selection.	Completed.	
	Participated as key contributor to the DAJD Community Corrections technical and business analysis to both maintain the existing application as well as leverage for RFP issuance.	Completed.	
	Implementation a web based Family Court Services application utilized by the public as well as Superior Court.	Completed.	
	Conversion of the key ID field in the MSA payroll system.	Completed.	
	Managed the successful retirement of a custom built legislative tracking application supported by DNRP and replacement activities for county use the State provided legislative tracking system.	Completed.	
	<i>PMO and eGov</i>	Public website stabilization.	Completed.
		Kingcounty.gov URL conversion/transition.	Completed.
		Website QA/Test environment created.	Completed.
<u>Awards Received in 2008</u> <ul style="list-style-type: none"> ▪ CIO 100 award, CIO magazine, for the Ingress Security Gateway, ▪ National Association of Counties (NACo) award for Ingress Security Gateway, ▪ Best of the Web, Center for Digital Government award, 4th place in “County Portal” category, ▪ Digital County Survey, 5th place for the King County Web Site, ▪ Digital Government Achievement Award, Government-to-Government category, for the Ingress Security Gateway. 			

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
<i>Radio Communications Services</i>	Review list of scheduled maintenance that occurred in 2008 (provided at the end of this document). This can be used to remind you of key 2008 operational initiatives. Those tables will be removed from this template – feel free to delete.	
Customer Services <i>Enterprise Application Services</i>	There has been a significant improvement over the past year with customer service and work orders. In 2007 and early 2008 DCS had an average of 50 work orders open at any given time. Changes in the management and distribution of work, coupled with a renewed emphasis on customer service have eliminated the backlog and DCS continues to operate with few or no work orders backed up.	Completed.
<i>Radio Communications Services</i>	Sponsored two interns from the Digital Bridge Academy advancing their knowledge and opportunities for success in the IT field.	Completed.
<i>Radio Communications Services</i>	30.7 Million Radio Calls processed with only 72 busies resulting in a busy rate of .00023%.	
<i>Radio Communications Services</i>	247 Mobile Radio Installations performed with 95% being completed within 5 working days and no units being late.	
<i>Radio Communications Services</i>	659 Walk In Radio Repairs completed with 95% being completed within 45 minutes and no units being late.	
<i>Radio Communications Services</i>	559 Radio Bench Repairs completed with 95% being completed within 15 working days and no units being late.	
<i>Enterprise Application Services</i>	Citrix/Thin Client.	Completed.
<i>Enterprise Application Services</i>	McAfee ePolicy Orchestrator (ePO).	Completed.
<i>Enterprise Application Services</i>	HIDS/HIPS.	Completed.
<i>Enterprise Application Services</i>	Alternate Data Center.	Completed.
<i>Enterprise Application Services</i>	Verdiem/Surveyor Power Management.	Completed.
<i>Enterprise Application Services</i>	E-mail Encryption.	In Progress 50%.
<i>Enterprise Application Services</i>	Secure File Transfer Protocol (FTP).	In Progress 30%.
<i>Enterprise Application Services</i>	Foundstone.	Completed.
<i>Enterprise Application Services</i>	DNS/WINS/DHCP migration to Windows.	In Progress 70%.
<i>Enterprise Application Services</i>	SharePoint.	In Progress 70%.
<i>Radio Communications Services</i>	Channel Expansion to King County Court House Radio Site increasing call traffic capacity by 17%.	Completed.
<i>Radio Communications Services</i>	Commissioning 24 Trunked Radio Channel on King County / Valley Communications Simulcast System.	In Progress – 90% complete.
<i>Radio Communications Services</i>	Installation of 2 Radio Consoles at Harborview Medical Center to improve security staff control and operability.	In Progress – 70% complete.

OIRM – Finance

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
IT Administration	Assess assets recording status for county-wide OIRM capital projects in fund 3771, correct as needed, and develop process for agencies to track assets in the fund.	Completed.
	Conduct I-Net equipment physical inventory	In Progress - 30% complete.
	Implement assets management tracking systems.	
	Manage burn rate process for Central IT and develop clear roles and responsibility for managers in managing budget and expenditure.	Completed.
	Streamline Telecom billing process and reporting.	In Progress - 10% complete.
	With the help from the Enterprise Application Services (ADSS) section, streamline finance and contract data recording and reporting in the database.	Completed - 70% complete.
	Finalize printing and graphics transition with FMD.	Completed.
	Explore streamline opportunity in conjunction with ABT.	In Progress.
	Perform various activities and programs to support IT reorganization	In Progress.
	Identify possibility of county-wide contract savings.	In Progress – 10% complete.
	Develop 2009 budget exceeding target reduction required by the Budget Office resulting in no significant increase in OIRM charges.	Completed.

OIRM – IT Governance

IT Function Category	IT Services: Key Operational Initiatives in 2008	Status
Customer Services	Implement additional training for Project Review Board (PRB) oversight process.	Completed.
	Published PRB process training on the web.	Completed.
	Developed guides for PRB reviews and made available on the web.	Completed.
	Facilitated vide conferencing solution for Strategic Advisory Council meeting.	Completed.
	Reported for Digital County survey.	Completed.
	Conducted training for over 200 IT staff from multiple departments on the Security Incident Response Plan.	Completed.

IT Function Category	IT Services: Key Operational Initiatives in 2008	Status
Customer Services, <i>cont.</i>	Conducted 12 mini training sessions for IT staff on the use of various security technologies.	Completed.
	Sponsored a HISP certification course for 10 students in which five King County employees received the certification designation.	Completed.
	Developed training materials to conduct training on security incident response for business managers. Training to be conducted in 2009.	Completed.
System Services	Developed roles and responsibilities for information security and privacy – countywide.	Completed.
	Facilitated security leads assignment countywide.	Completed.
	Agency Information Security Needs Evaluation.	Completed.
	Coordinated the installation of a secure FTP system with the Project Management Office (PMO) and the Sheriff’s Office.	Completed.
	Coordinated the installation of a secure email system with the PMO HIPAA covered entities	Completed.
	Conducted handled 35 information security incidents.	Completed.
	Conducted a survey of all King County agencies to determine what the IT managers felt their needs were in the area of information security.	Completed.
	Conducted a policy compliance review and prepared a report on compliance. Also conducted individual reviews with each agency IT manager to discuss agency improvements.	Completed.
IT Planning	Expanded Technology Business Plan.	Completed.
	Assessed PRB process and recommended improvements.	Completed.
	Implemented IT Performance Measurement tracking for Executive Branch.	Completed.
	Improved policy development process.	Completed.
	Implemented periodic policy review.	Completed.
	Implemented policy exception tracking.	Completed.
	Streamlined policy compliance process and report.	Completed.
	Conducted review / advice on business plans (I-Net).	Completed.
	Provided advice on Benefit Realization Plan for IT Reorganization.	Completed.
	Implemented updated organizational structure for governance section of Central IT as part of executive branch IT reorganization.	Completed.

IT Function Category	IT Services: Key Operational Initiatives in 2008	Status
IT Planning, <i>cont.</i>	Refreshed IT Master Roster and related contracts to add additional vendors.	Completed.
	Created strategic technology plan update.	Completed.
	Conducted a mock security incident test.	Completed.
IT Administration	Improved IT Governance Administrative support.	In progress –on going.

OIRM – Human Resources and Communications

IT Function Category	IT Services: Key Operational Initiatives in 2008	Status
Customer Services	Implemented a Central IT wide communication plan to assist with IT ReOrg information dissemination, including a biweekly email newsletter and blog.	Completed.
	Began a quarterly Central IT Community Conversation meeting which include a Q & A with the CIO.	In progress.
	Design Training for IT Assets Acceptable Use.	Completed.
IT Administration	Design Furlough administration.	Completed.

OIRM – IT Operations

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
System Services <i>Network Services</i>	Decreased I-Net Maintenance ~\$400,000.00.	Completed.
	Substantially reduced risk of network failures through Completion of Equipment Replacement at more than 35 sites and 95% of the Network Core.	Completed.
	Designed and built Auxiliary Data Center at Sabey in support of transient hardware prior to the Data Center move in 2009.	Completed.
<i>Systems Engineering and Operations</i>	Successfully completed Disaster Recovery (DR) exercise as part of the Business Continuity Project – validated DR plan for System Engineering backup system, Mainframe, as well as several customer systems (included in the project), and their databases.	Completed.
	Move of DR site for www.rpin.org from Yakima to Olympia, as well as setup of www.kingcounty.gov DR site in Olympia.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
System Services, <i>cont.</i> <i>Systems Engineering and Operations</i>	Architected and built out a blade infrastructure environment, including Storage Area Network (SAN), to provide groundwork for consolidation & virtualization services.	Completed.

Public Health

Public Health (DPH) has reported completion of 28 key IT operational initiatives undertaken in 2008.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Ongoing Support – Incident management.	Completed.
System Services	Phase 2 and 3 complete: Migration of users/machines/file/print services from Novell NetWare to Microsoft’s Active Directory.	Completed.
	Telestaff upgraded for Emergency Medical Services.	Completed.
	Implemented security software solution: HIPS.	Completed.
	Envision upgraded to SQL 2005 for Environmental Health Services.	Completed.
	Determined source Electronic Health Records/Pearl slowness issue.	Completed.
	Implemented Verdiem/Surveyor (Achieving 39% reduction in greenhouse gases).	Completed.
Application Services	Implemented SSL VPN.	Completed.
	Upgraded Openlink/Interface for efficiency.	Completed.
	Upgraded Siemens/Signature solution.	Completed.
	Upgraded ESHA application for Environmental Health.	Completed.
	Upgraded Secure FTP application.	Completed.
	Implemented VMWare for Emergency Medical Services: develop and testing of web solutions.	Completed.
IT Planning	Further development and implementation of DPH MIS’s Business Continuity/Disaster Center plan, policy and procedures in an effort to be as prepared as possible in the event of a disaster.	Completed.
	Functional testing.	In progress – 60% complete.
	IT reorganization – technology.	Completed.
	IT reorganization – people.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
IT Administration	Permit Integration.	In progress – complete in 2011.
	Upside Contract Mgmt.	Completed.
	Electronic Health Record/Pearl for Jail Health.	In progress – complete in Sept 2009.
	Criteria Based Dispatch/Computer Aided Dispatch (CBD/CAD) for Emergency Med. Services.	Complete – 5 phases total – complete in 2010.
	Portfolio Management: Informatics.	Completed.
	Implemented X-Ray solution for Medical Examiner's Office.	Completed.
	Implemented PYXIS carts for Jail Health Services.	Completed.
	Moved Medic One 5/Renton to new location. Moved Auburn 1 and 2 clinics to a new/consolidated location.	Completed.
	Launched Community Health clinic site with Valley Medical partner.	Completed.
	Launched school age health site at Kent Phoenix Academy.	Completed.
Moved Environmental Health from Eastgate to Black River location.	Completed.	

Superior Court

Superior Court (KCSC) has reported completion of 15 key IT operational initiatives undertaken in 2008.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Customer Services	Completed implementation of HelpDesk tool to manage all service calls.	Completed.
	Implemented training program for end users on business applications.	Completed.
	Reassigned tasks within team to improve customer service and support.	Completed.
System Services	Consolidated and virtualized servers.	Completed.
	Migrated CT active directory to Windows 2008 Server.	Completed.
	Expanded SharePoint deployment and migrated to new servers.	Completed.

IT Function Category	IT Services: Key 2008 Operational Initiatives	Status
Application Services	Migrated to new public-facing website.	Completed.
	Revised backup procedures for production databases.	Completed.
	Implemented new custom developed applications (SCIW & FLMCO).	Completed.
	Updated documentation for database administration and application administration.	Completed.
	Reassigned tasks within team to improve application support and maintenance.	Completed.
IT Planning	Completed court-wide strategic agenda which identifies technology as one of eight strategic issues.	Completed.
	Completed Joint Strategic Technology Plan with the Department of Judicial Administration and District Court.	Completed.
	Completed county-wide disaster/recovery planning and exercises.	Completed.
IT Administration	Continued work on internal policy updates and development.	Completed.

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