

Appendix M: Strategic Advisory Council Policy Direction

As part of the 2006-2008 Strategic Technology Plan update, OIRM established five imperatives/policies for the Strategic Advisory Council's consideration to provide direction for how the county should prioritize technology investments for the next 3 years.

1. Technology investments will be prioritized for funding consideration based on a compelling business case that considers the total cost of ownership for alternative solutions including operations, upgrades, replacement and disposal costs of equipment. The business case shall be aligned to the agency's priority services as detailed in the agency's business plans and/or operational master plans and as supported by the agency's technology plan and the county's strategic technology plan. Standardized management tools and practices, collaborative efforts to coordinate IT planning and/or service delivery, and other ways to provide more efficient and effective services will be encouraged.
2. All county agencies support an expansion of the county's web site to increase public access to information and services and promote equal opportunity and healthy communities with appropriate privacy and security controls in place and the ability of agencies to control their websites.
3. Provide an appropriate level of IT support to enable all county agencies to comply with their responsibilities under King County's Emergency Management Plan.
4. Provide an appropriate level of resources to ensure compliance with privacy and security regulations and county policies and to protect the county's information assets, including personal and sensitive information, from threats: internal and external, intentional and accidental.
5. Provide an appropriate level of resources to conduct and support performance measurement activities related to the technology that supports county services and initiatives. This will provide important information for the county's management and elected officials to improve decision-making regarding the use of technology to support delivery of services and ensure that departments stay focused on top priorities.

The following policy direction pertaining to IT benefit realization and performance measurement was endorsed at the 9/7/2006 SAC meeting.

BENEFIT REALIZATION

- Benefit realization applies to all IT Projects
- IT project sponsors are responsible for achieving the benefits of their IT projects
- IT project managers are responsible for project deliverables and solutions according to agreed scope, schedule, and budget
- The timing of benefit measurement needs to match the timing of a project's solution delivery

- PRB and OMB provide oversight for benefits realization

IT PERFORMANCE MEASUREMENT

- IT performance measurement applies to all IT projects and operations
- Project management performance measurements shall be established.
- Operational service delivery performance measurements shall be established.
- Strategic accomplishment performance measurements shall be established.
- The Chief Information Officer shall provide oversight of IT performance management.