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.