



@KingCountyIT

# King County Strategic Goals Update

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Vendor Forum November 2, 2016

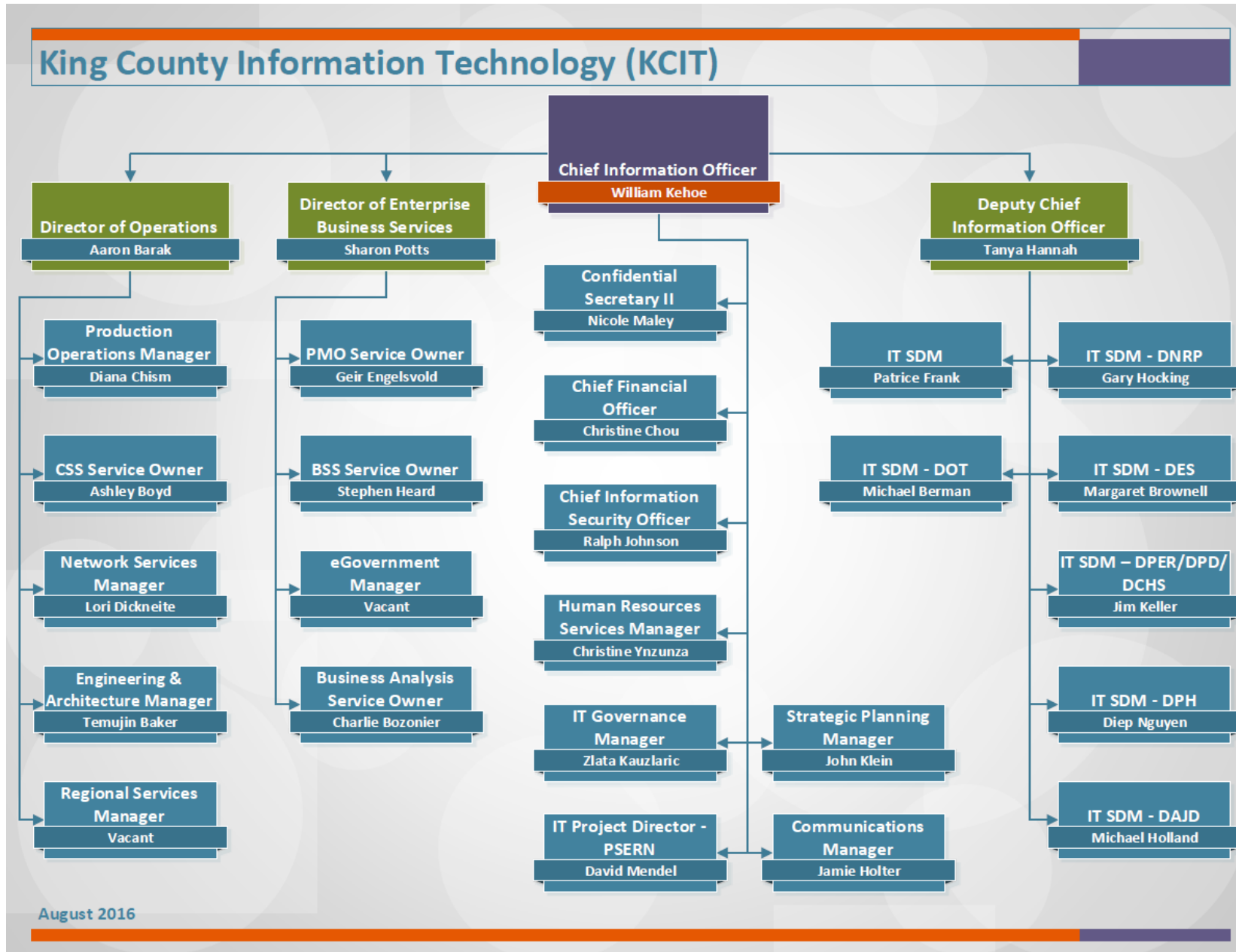
Building stronger communities through innovative information technology



# KCIT timeline



# KCIT Organizational Chart



# Strategic Technology Goals

2013 - 2015



How we evolved

2016 - 2018



Data Focus



Workforce Empowerment



IT Mobility



Effective Digital Systems



Digital Civic Engagement

How we stay relevant

# King County Strategic Goals



Health and  
Human Services



Safety and  
Justice



Healthy  
Environment



Efficient, Accountable Regional  
and Local Government



Economic  
Vitality



Accessible,  
Affordable  
Housing



Mobility

## DIGITAL KING COUNTY

building a

Information  
Technology  
Objectives



Civic  
Engagement



Workforce  
Empowerment



Data  
Focused



IT Mobility



Effective Digital  
Systems

Digital Security

Deliver

Service Delivery Management

Customer Support Services

IT Services

Business  
Solutions

eGovernment

Regional  
Services

Project  
Management

Business  
Analysis

End User  
Training

Workstations

Compute

Storage

Enterprise  
Services

Network

Enterprise  
Architecture

Performance and  
Process  
Management

Information  
Assurance

IT  
Governance

Human  
Resources

IT Project  
Oversight

Communication

Business  
Continuity

Strategic  
Planning

Business &  
Finance

# Proposed Objectives to Build on Digital King County

## Data Driven



Better utilize data to understand the current situation, analyze opportunities, measure results, and make initial and corrective decisions.

## Workforce Empowerment



Employees effectively using IT tools to continuously improve their business processes.

## Civic Engagement



Leverage IT as a channel to increase opportunity, convenience and audience engaging with KC government.

## IT Mobility



Free residents and employees to interact and transact business when and where most appropriate and convenient.

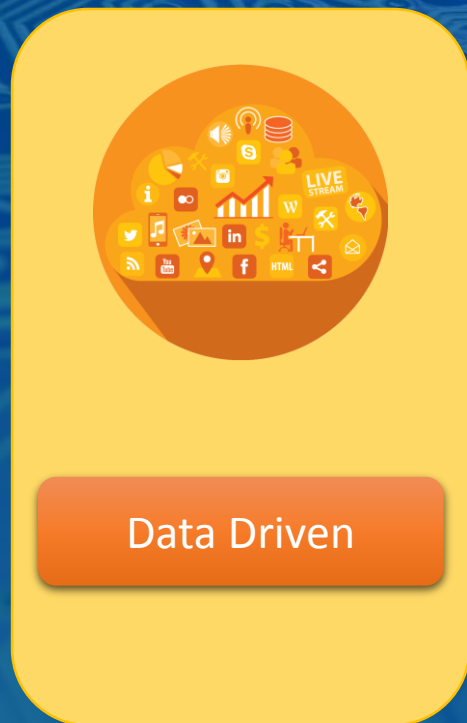
## Effective Digital Systems



Increase the value to customers by providing high quality digital systems, standard components and continuous process improvements to meet needs.

**Foundation: Digital Security**

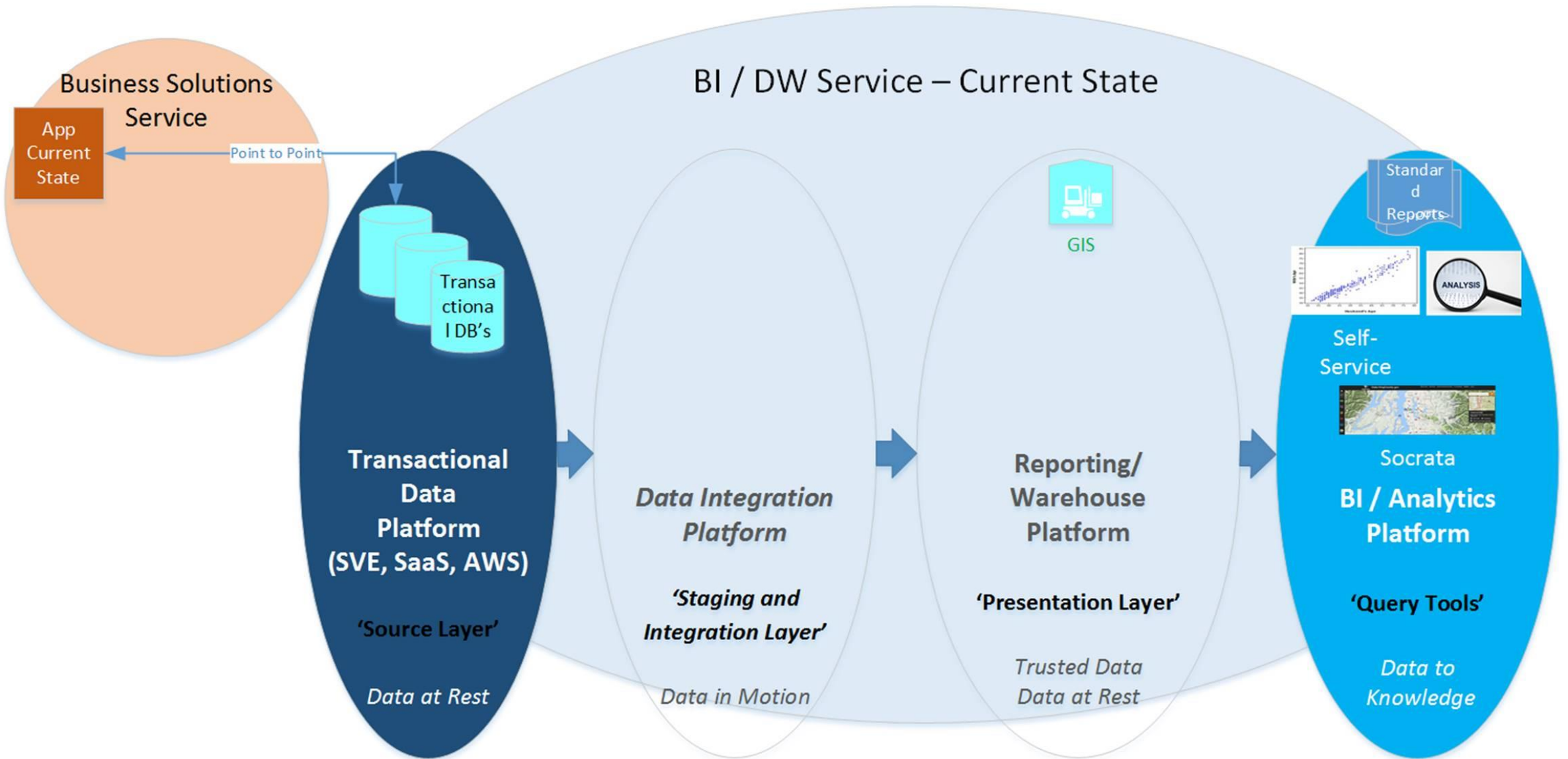
# Strategic Technology Goal



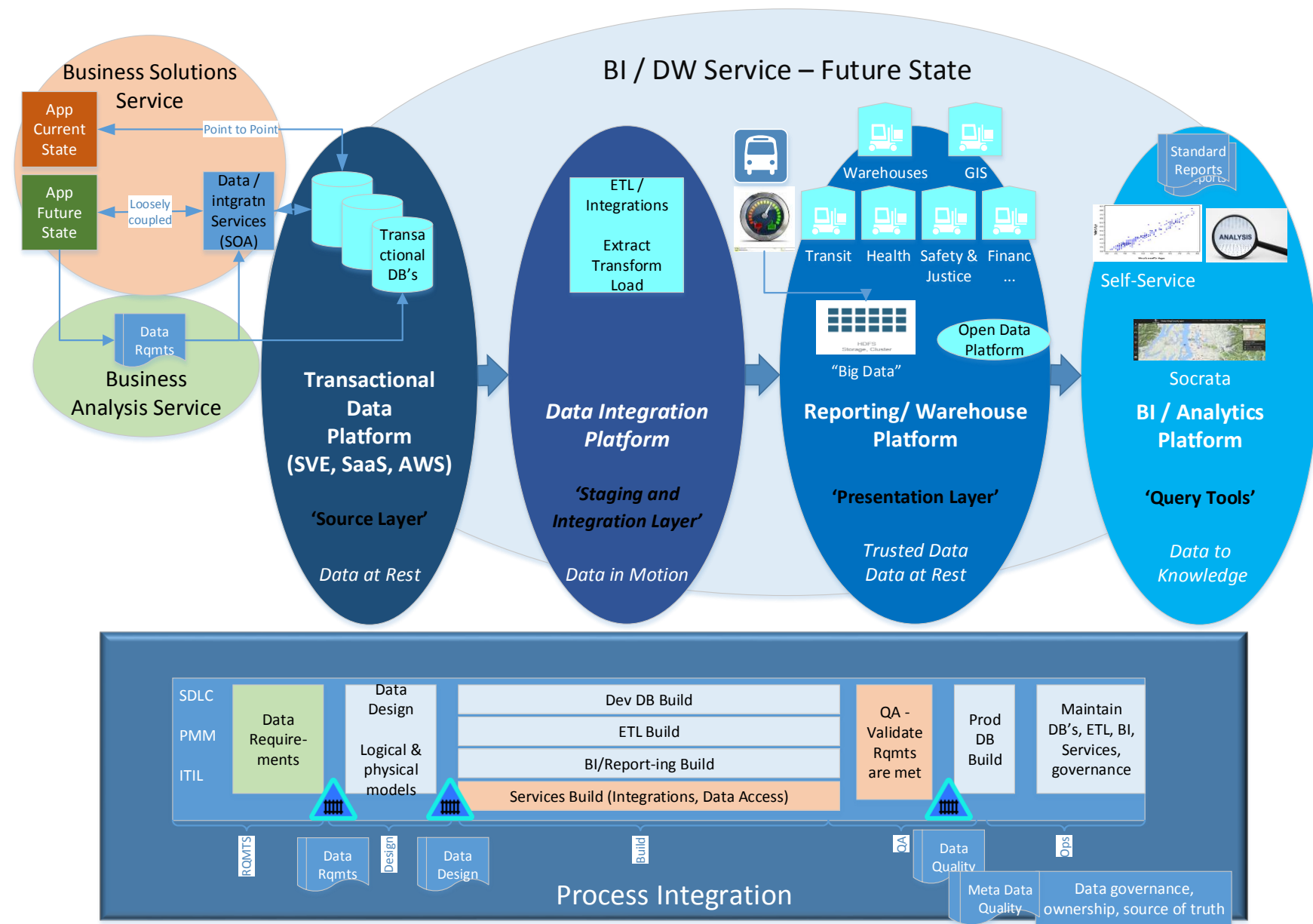
**What it means:** Make use of the vast amounts of data that King County has available.

**Potential Opportunities:** Use cases, data management, data modeling, tools, data warehouse, visual management, platforms, ETL

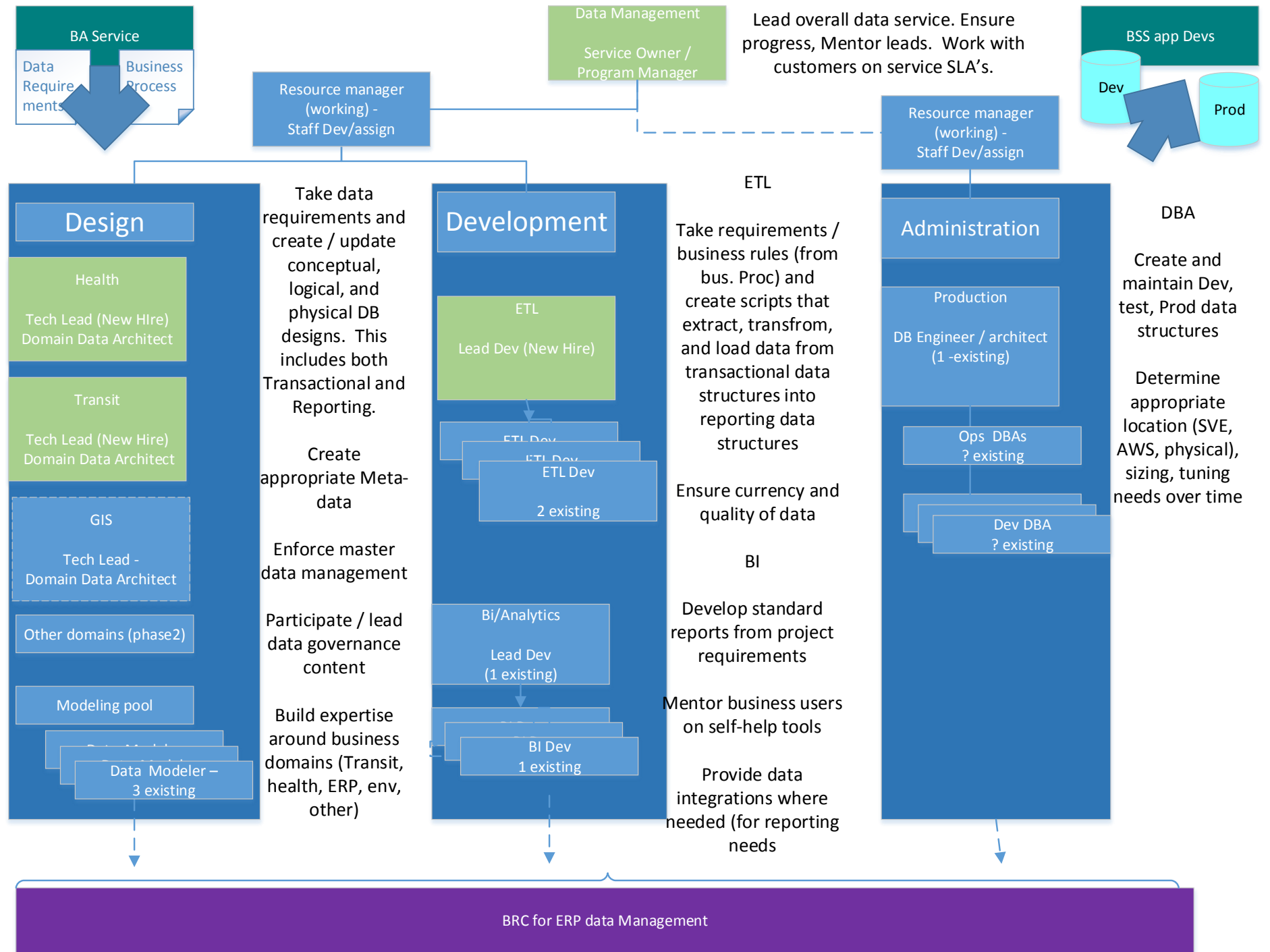
# Current State: Business Intelligence/ Data Warehouse



# Desired Future State: Business Intelligence /Data Warehouse



# Proposed Service Structure



# Strategic Technology Goals

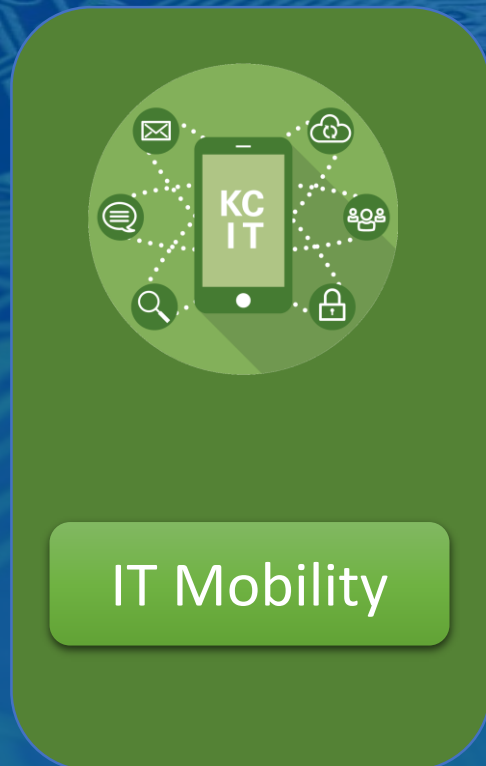


Effective Digital  
Systems

**What it Means:** King County has a continued need to modernize legacy systems to enable business process and service improvements.

**Potential Opportunities:** Application modernization / rationalization, service oriented architecture, mobile applications, identity and access management, business process modeling, records management, platform integration

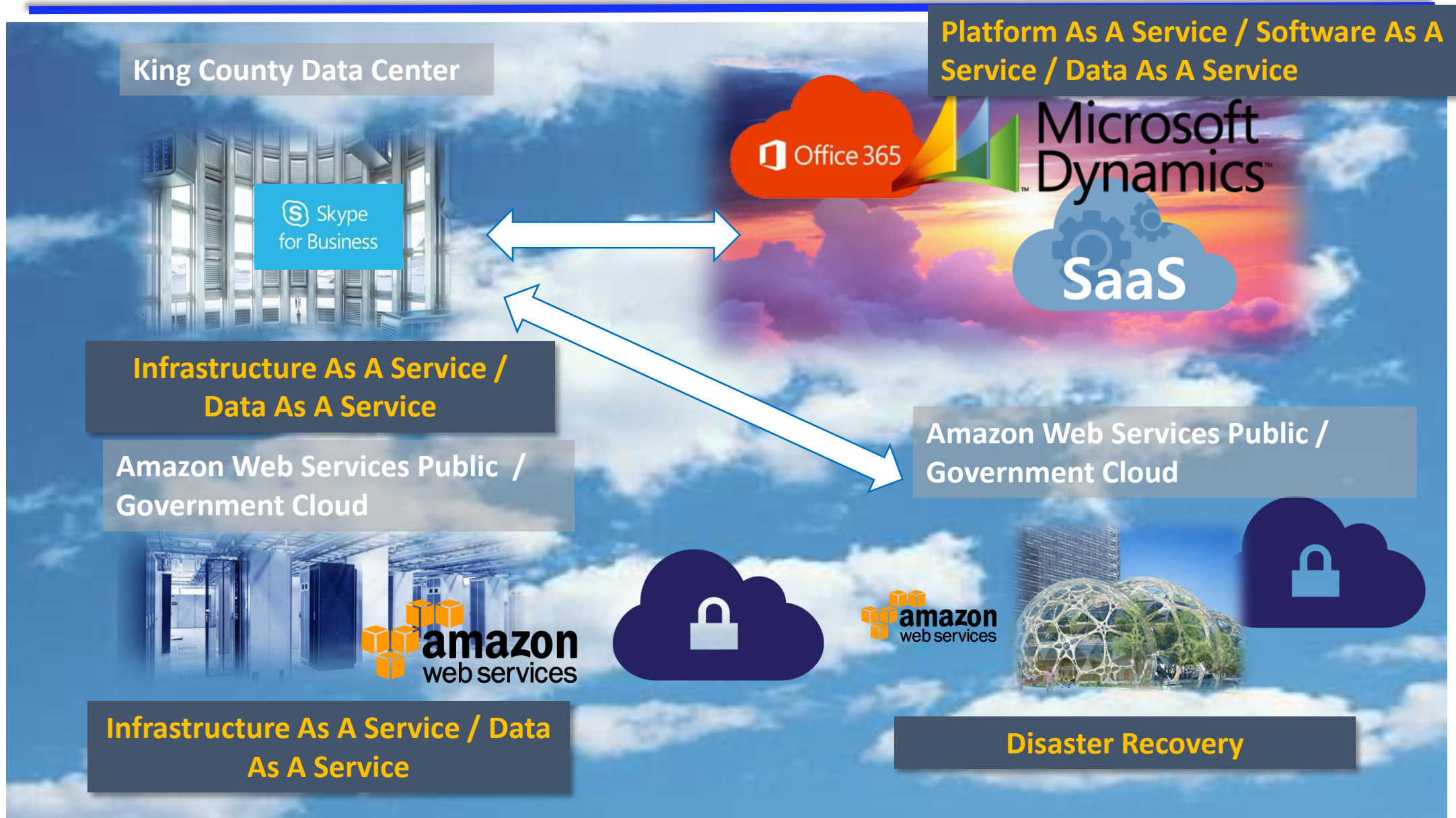
# Strategic Technology Goals



**What it means:** Provide integrated technology solutions that allow our customers to work from any place at any time. Further engage our residents with mobile services – “In line to Online”.

**What are the opportunities:** Enhanced wireless services, network capacity, mobile applications, unified communications, utilize cloud platforms, mobile devices, GIS integration

# Cloud Platform Enabled IT Services



# Strategic Technology Goals



Workforce  
Empowerment

**What it means:** Driving greater awareness, adoption, and use of our preferred platforms

**What are the opportunities:** Training, Office 365 (SharePoint, Email), CRM Dynamics, Skype for Business, Amazon Web Services, workflow automation

# Strategic Technology Goals



Civic Engagement

**What it means:** Increased awareness and engagement with King County residents and their government.

**What are the opportunities:** Digital Equity, 311 services, digital customer experience, improved web services, social media, digital town hall

# Tier Board Measurement

## Tier Boards!

- Continuous improvement
- Tier boards and metrics
- Problem solving
- Manage customer expectations

