How Do We Rate?

2013 End-User IT Service Catalog

End-User Services

- IT-IT Services
- Business Foundation Services
- Mandated Services
- Service Support
- Countywide Central Rates

King County
Information
TECHNOLOGY

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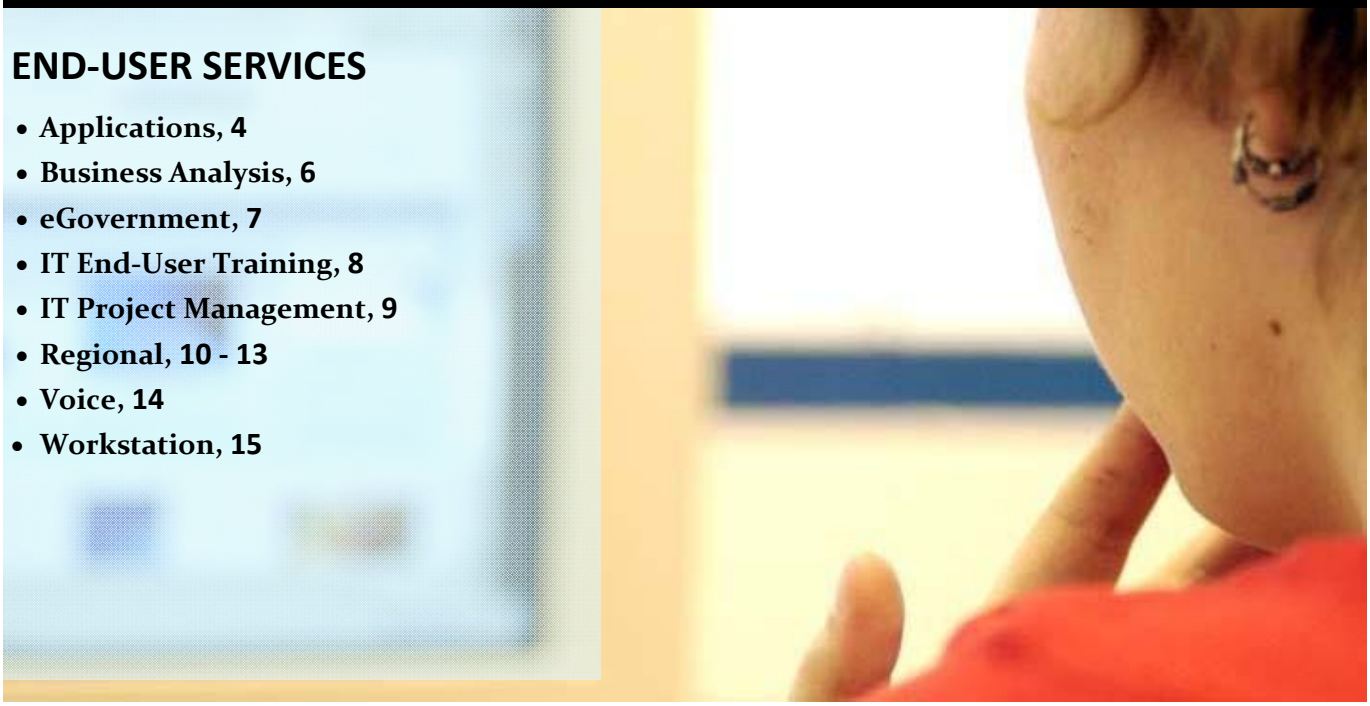

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JULY 2012

End-User Services

KCIT's End-User services focus on true customers - users who are actually working with the product or service. These services are fully developed and are often the most tangible services.

END-USER SERVICES

Applications

DESCRIPTION:

Professional services required for analysis, development, implementation and support of business applications.

INCLUDES

- Application Maintenance Support Services: business hours or 24 x 7, software version upgrades
- Application Enhancement Services: enhancements to improve application functionality
- Application Development Services: design, development, and implementation
- Application Consulting Services: RFP's, design, analysis, and other options
- Commercial *(purchased)* Application Services: evaluation, support, integration, etc; software as a service (SaaS) application support
- Application / Data Reporting Services
- Application / Data Integration Services
- Application / Data Reporting Services

SERVICE LEVEL METRICS

Quality: percent of

- hours application is available *(identified critical applications only)* during defined support time **[Target SLA 99.7 %]**
- production code releases that do not have a negative impact on customers **[Target SLA 98 %]**

Customer Service: for tickets assigned to Applications staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?"**[Target SLA 95 %]**

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owners:

- Enterprise Application Services Manager**: Ken Dutcher, 206-263-7852**
- DCHS IT Service Delivery Manager**: Diep Nguyen, 206-263-8907**

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Separately Elected)

END-USER SERVICES

Applications

COST

Applications charges are based on a standard hourly rate for:

- Analysis, development, and maintenance support of business applications
- Service center and server maintenance that covers data center and network services

COST DRIVERS

- Scope and timeframe of development or enhancement
- Type of hosting platform
- Availability of effective and clear business processes, requirements, and personnel
- Scope change
- Size of application
- Criticality of the application
- Business continuity and disaster recovery requirements
- Business hour support or 24 x 7 x 365

CUSTOMER RESPONSIBILITIES

Business Ownership

- Provide knowledgeable resources(s) to work with KCIT on: business requirements, testing, and implementation
- Develop in-house expertise (subject matter experts) on application functionality and usage

COST SAVING TIPS

- Engage team early to document requirements
- Minimize scope changes
- Clear business process focusing on the business purpose
- Ensure correct business resources are allocated and at the level needed to support body of work
- Ensure business sponsor support exists
- Business hour support rather than 24 x 7
- Business continuity plan rather than automated failover

King County Strategic Plan Alignment

Service excellence:

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently.
2c. Establish accountability at every level of service delivery
2d. Provide cost-effective, accountable, and responsive internal services

END-USER SERVICES

Business Analysis

DESCRIPTION: Provide business process analysis, business architecture, workflow modeling, and business process reengineering services.

INCLUDES

Business Analysis Services

- Analyst Staff Augmentation
- Business Process Analysis
- Business Consulting and Analytics
- System Quality Assurance/Testing

Business Related Services

- Business Case Development
- Cost Benefit Analysis
- Consulting

SERVICE LEVEL METRICS

Quality: percent of

- requirements documents and/or business analysis documents following standard methodology **Target SLA 95 %]**

Timeliness: percent of

CONTACTS

Service Request: Ina Percival, 206-263-8056 or Barb DeLauter, 206-263-7866

Service Owner:

- Project Management Office Manager**: Trever Esko, 206-263-7855**

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Separately Elected)

COST

Business Analysis is a new service offering that will be charged monthly rates based on actual staff resource usage and types of services provided. Levels of resources will be determined by quotes and service level agreement in advance of monthly billings.

COST DRIVERS

- Length and complexity of assignment

CUSTOMER RESPONSIBILITIES

Business Ownership

- Provide knowledgeable resource(s) to work with KCIT throughout engagement

COST SAVING TIPS

- Identify business process efficiencies
- Document requirements thoroughly
- Minimize change once engagement starts
- Ensure prompt engagement from customer staff

King County Strategic Plan Alignment

Service excellence:

1c. Improve local service delivery

2a. Implement a unified management system for county operations including budgeting, performance management, service delivery, and strategic planning

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

2d. Provide cost-effective, accountable, and responsive internal services

3a. Engage in partnerships to solve problems, expand services, and inform decision-making

Fiscal stewardship:

1a. Partner with the county's workforce to improve productivity and identify ways to contain the growth of future costs

1d. Pursue technologies that improve service while reducing the cost of delivery

2a. Manage the county's assets and capital investments in a way that maximizes their productivity and value

Quality workforce:

3a. Seek employee collaboration on cost reduction, service improvement, and problem solving

END-USER SERVICES

eGovernment Services

DESCRIPTION: Oversees and administers enterprise support services related to the county website (intranet and internet), including the administration and support management of digital platform tools, and provides specific, non-enterprise web site application development.

INCLUDES

- Web Site Consultation
- Enhanced Web Tool Implementation and Support
- Extranet SharePoint Service
- Business Continuity for Web Services and Servers
- Data Center Service Hosting for Web Servers
- Research & Design for enhanced Digital Products
- Social Media platform administration and support
- Website and performance analytics
- Provide 24/7 core content and administration for identified websites
- Technology focused communication capabilities, including email, newsletter, social media, and print

SERVICE LEVEL METRICS

Quality: availability of

- key Internet sites (kingcounty.gov, your.kingcounty.gov, payments.kingcounty.gov), 24 x 7 **[Target SLA 99.9 %]**

Timeliness: percent of

- posting requests within 4 hrs of request being made, during regular support hours **[Target SLA 95 %]**

Customer Service: for tickets assigned to eGov staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?" **[Target SLA 95 %]**

CONTACTS

Issues/Service Requests: IT Service Center, **(206) 263-HELP, HelpTicket@KingCounty.gov, http://help**

Service Owner:

- e-Government & Communication Manager**: Nick Smith, 206-263-8873, Nick.Smith@KingCounty.gov**

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Separately Elected)

COST

- Enterprise services to be based on the countywide rate
- Department specific services are charged based on an hourly rate set at the beginning of the year

COST DRIVERS

- Total staffing model required to perform work
- Licensing and upgrade costs for associated tools

CUSTOMER RESPONSIBILITIES

- Provide knowledgeable resources(s) to work with KCIT
- Provide feedback on customer satisfaction surveys when possible

COST SAVING TIPS

- Engage team early to document requirements
- Plan ahead for significant site design changes

King County Strategic Plan Alignment

Service excellence:

4a. Provide information and services that are culturally and linguistically appropriate

4c. Create a Web site that is easy to navigate and provides needed services

Public Engagement:

1a. Develop communication channels that will allow all residents ongoing opportunities to be heard and receive a timely and appropriate response

1b. Increase and improve the use of new technology and social media tools for citizen involvement

1c. Ensure that communication, outreach and engagement efforts reach all residents, particularly communities that have been historically under-represented

2b. Promote meaningful community participation in decisions that affect their community

3a. Develop guidelines and standards for public engagement and education for use by all county agencies

3c. Use public outreach to better communicate who we are and what we do

END-USER SERVICES

IT End-user Training

DESCRIPTION: Provide access to IT training resources to assist all King County employees in gaining the knowledge and skills needed to fully utilize and improve the effectiveness of the County's core business productivity tools. This service does not include unique or specialized training required for technologists or department specific business needs.

INCLUDES

- Managing website and SharePoint site to include all end-user IT training materials available throughout King County.
- Marketing of website and SharePoint site to end-users.
- Promoting use of KCIT training room.
- Consulting on enterprise productivity project activities to ensure IT training is addressed and funded for customers.

SERVICE LEVEL METRICS

Quality: percent of customers responding

- *strongly agree* or *agree* to the statement "Has this service been helpful in providing you with the information you were looking for?" **[Target SLA 95 %]**

Timeliness: N/A

Customer Service: percent responding

- *strongly agree* or *agree* to the statement "The classroom training I received met my needs." **[Target SLA 75 %]**

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- KCIT Human Resources Manager**: Christine Ynzunza, 206-263-8015, Christine.Ynzunza@KingCounty.gov**

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Separately Elected)

COST

These services are provided by KCIT Human Resources by providing tools and references for users' training. This service is incorporated in the KCIT HR costs. No additional fees are charged for this service.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Proactively work with your supervisor or manager to identify appropriate training.
- Attend classes registered for
- Participate in IT training related surveys when given the opportunity

COST SAVING TIPS

- N/A

King County Strategic Plan Alignment

Service Excellence:

Objective 2 - Build a culture of performance and improve the effectiveness and efficiency of county programs, services and systems:

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

Quality Workforce:

Objective 2 – Develop and retain quality employees:

2a. Provide for career growth opportunities

2b. Promote the development of employees to ensure continuity of government services

2c. Build leadership and professional skills within our workforce

2e. Implement training and development programs to help achieve county goals

Objective 3 – Utilize employees in an efficient effective and productive manner:

3d. Promote the use of technology to maximize productivity and efficiency

END-USER SERVICES

IT Project Management

DESCRIPTION: Provides project management services to deliver projects successfully. Coordinates project work across organizations and initiatives in order to maximize projects investments. Plans, formulates, and proposes new projects in a manner than aligns to business strategies, technology strategies, enterprise architecture, and technology roadmaps.

INCLUDES

- Project Management
- Project Consulting
- Project assistance and support
  - ✓ Project resource assistance
  - ✓ Project intervention and aid
  - ✓ Consulting services liaison
  - ✓ Cost/Benefit Analysis Support
  - ✓ Project Administration
- Program Management Office
  - ✓ Project Portfolio Management
  - ✓ Project Management Methodology & Tools
  - ✓ Project Management Training

SERVICE LEVEL METRICS

Quality: percent of

- projects within 5% of baseline budget; *baseline set after design* **[Target SLA 90 %]**

Timeliness: percent of

- projects within 5% of baseline schedule; *baseline set after design* **[Target SLA 95 %]**

Customer Service: percent of

- projects realizing post-implementation efficiencies as reported through Cost Benefit Realization reports **[Target SLA 95 %]**

COST

Project management managers and administrators are billed based on monthly rates on a project-by-project basis. Levels of resources will be determined by quotes and service level agreements in advance of monthly billings.

COST DRIVERS

- Staff
- Project Management Tools
- Vendor Contracts

CUSTOMER RESPONSIBILITIES

Business Ownership

- Provide project sponsorship to champion the project and ensure business success for the project
- Provide knowledgeable resource(s) to work with KCIT on business requirements, testing and implementation
- Complete Benefit Realization report within one year of project completion

COST SAVING TIPS

- Ensure all requirements are documented
- Minimize changes during delivery
- Identify options for incremental implementation and refinement

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- PMO Manager**: Trever Esko, 206-263-7855,** Trever.Esko@KingCounty.gov

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Separately Elected)

King County Strategic Plan Alignment

Service Excellence:

2a. Implement a unified management system for county operations including budgeting, performance management, service delivery, and strategic planning

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

2d. Provide cost-effective, accountable, and responsive internal services

Fiscal stewardship:

1d. Pursue technologies that improve service while reducing the cost of delivery

END-USER SERVICES

Regional Services -
800 MHz Radio Services

DESCRIPTION: The King County Radio Communications Services (RCS) supports its portion of the King County 800 MHz emergency radio communication system. The system, as a whole, supports approximately 16,000 radio users in county and suburban agencies, including police, fire, Emergency Medical Services (EMS), general government functions, school districts, water and sewer districts, etc. Additionally RCS contains a full service radio shop.

INCLUDES

- Re-occurring Maintenance and Support
  - ✓ Radio infrastructure support
  - ✓ Infrastructure installation
  - ✓ Radio maintenance
- Optional Services
  - ✓ Maintenance of communications center equipment
  - ✓ Co-location
  - ✓ Radio installation—vehicles
  - ✓ Radio consulting
  - ✓ Radio technical research
  - ✓ Radio template writing
  - ✓ Radio project management

COST

Radio rates are set according to the line of business the service supports. Radio Subscriber and maintenance rates are based off the number of radios and amount of infrastructure in service. Radio Shop and other fee for service rates are based off of time and materials costs.

COST DRIVERS

- Numbers of radios in use

CUSTOMER RESPONSIBILITIES

- Participate in customer satisfaction surveys when given the opportunity

COST SAVING TIPS

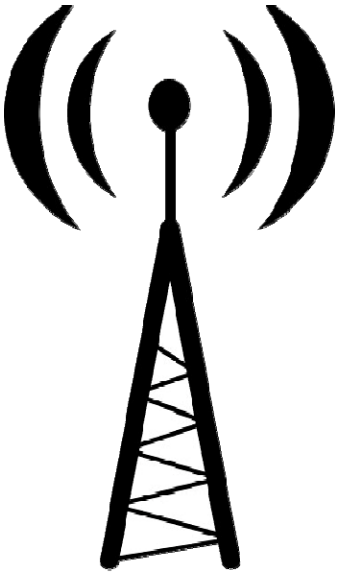
- Periodic radio maintenance twice per year

SERVICE LEVEL METRICS

Quality: percent of
- radio work not requiring re-work **[Target SLA 99%]**

Timeliness: percent of
- radio service requests completed on-time **[Target SLA 95%]**

Customer Service: percent of customers indicating satisfaction with
- radio services **[Target SLA 95%]**



CONTACTS

Issues/Service Requests: Radio Communication Services, **206-263-8111**

Service Owner:
- Regional Communications Services Manager:
  David Mendel, 206-263-7942, David.Mendel@KingCounty.gov
- Anthony (Tony) Minor, **206-263-8104, Anthony.Minor@KingCounty.gov**

Escalation: Contact Tony Minor first, then David Mendel

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide cost effective, accountable, and responsive internal services
3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator
3c. Actively participate in, strengthen regional organizations and policy bodies
3d. Strengthen King County's collaborative role with cities and communities

Justice & Safety

1d. Provide rapid emergency response

Public Engagement

1b. Increase and improve the use of new technology for citizen involvement

Quality Workforce

3d. Promote the use of technology to maximize productivity and efficiency

Financial Stewardship

1b. Work with cities to identify opportunities to provide services more efficiently

END-USER SERVICES

Regional Services -
Office of Cable Communications (OCC)

DESCRIPTION: Assist cable subscribers in resolving complaints and answering questions regarding their cable service. Negotiate, monitor, and enforce the rules set forth in the cable television franchises held by cable TV companies operating in unincorporated King County (outside city limits).

INCLUDES

- Assists cable subscribers in unincorporated King County in resolving complaints and answering questions regarding their cable service that they are unable to resolve directly with their cable company
- Negotiate with cable companies regarding usage of County right-of-ways

SERVICE LEVEL METRICS

Quality: percent of
- inquiries resolved without needing to be reopened **[Target SLA 90%]**

Timeliness: percent of
- inquiries initially responded to within 1 business daytime **[Target SLA 95%]**

Customer Service: N/A

COST
No additional fees are charged for this service.

COST DRIVERS
- N/A

CUSTOMER RESPONSIBILITIES
- N/A

COST SAVING TIPS
- N/A

CONTACTS

Issues/Service Requests: Office of Cable Communications, **206-263-7880**

Service Owner:

- Regional Communications Services Manager**:** **David Mendel, 206-263-7942, David.Mendel@KingCounty.gov**

Escalation:

Chris Jaramillo, 206-263-7881, Chris.Jaramillo@KingCounty.gov and then David Mendel, 206-263-7942, David.Mendel@KingCounty.gov

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator
3c. Actively participate in, strengthen regional organizations and policy bodies
3d. Strengthen King County's collaborative role with cities and communities

Public Engagement

1b. Increase and improve the use of new technology for citizen involvement

END-USER SERVICES

Regional Services -
King County Geographic Information System (KCGIS) Center

DESCRIPTION: Provides GIS services for internal and external clients. Offers extensive expertise in GIS consulting, training, spatial data analysis, cartography, programming, and much more. KCGIS Center staff handles major projects as well as short-term tasks.

INCLUDES

- Consulting, needs analysis, system planning
- Database design and maintenance
- GIS application development and conversion
- On-site support
- Mapping and data spatial analysis
- Custom quality cartography publication
- GIS data development and maintenance
- GIS data exchange and format transfer services
- Certified and custom GIS training courses
- Bundled GIS services at reduced rates

SERVICE LEVEL METRICS

Quality: percent of
- availability of key GIS services **[Target SLA 95%]**

Timeliness: percent of
- data layers updated in alignment with published frequency guidelines **[Target SLA 90%]**

Customer Service: percent of customers indicating satisfaction with
- GIS services **[Target SLA 95%]**

CONTACTS

Issues/Service Requests:

GIS Center Manager, **Dennis Higgins, 206-263-7880, Dennis.Higgins@KingCounty.gov**

Service Owner:

- Regional Communications Services Manager**:** **David Mendel, 206-263-7942, David.Mendel@KingCounty.gov**

Escalation: GIS Center Manager, **George Horning, 206-263-4801, George.Horning@kingcounty.com**

COST

Rates are set annually based on demand for GIS services and usually implemented at the beginning of each year.

COST DRIVERS

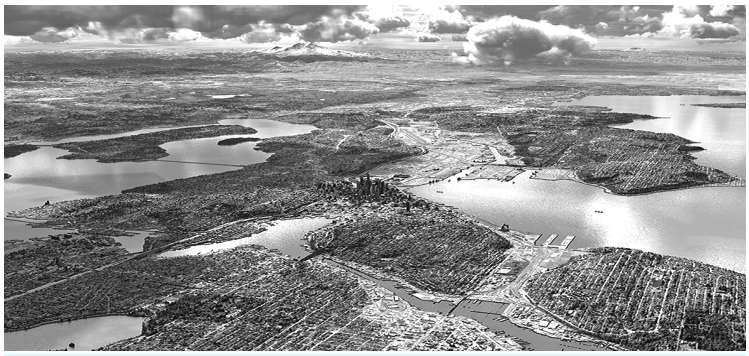
- N/A

CUSTOMER RESPONSIBILITIES

- Participate in customer satisfaction surveys when given the opportunity

COST SAVING TIPS

- N/A



King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide effective, accountable, and responsive internal services
3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator
3c. Actively participate in, strengthen regional organizations and policy bodies
3d. Strengthen King County's collaborative role with cities and communities

Public Engagement

1b. Increase and improve the use of new technology for citizen involvement

Quality Workforce

3d. Promote the use of technology to maximize productivity and efficiency

Financial Stewardship

1b. Work with cities to identify opportunities to provide services more efficiently

END-USER SERVICES

Regional Services -
Institutional Network (I-NET)

DESCRIPTION: I-NET is a regional 2,000 mile fiber optic network, connecting more than 300 public, education, and government organizations to a stable, reliable and affordable regional communications network for Voice, Data and Video services.

INCLUDES

- Ongoing technical support and maintenance
- Ongoing Customer service and support
- Equipment upgrades as appropriate to ensure the overall quality and effectiveness of the network
- Infrastructure for data transmission (backhaul)

COST

Rates are set annually based on the demand for I-NET services

COST DRIVERS & COST SAVING TIPS

- N/A

CUSTOMER RESPONSIBILITIES

- Participate in customer satisfaction surveys when given the opportunity

SERVICE LEVEL METRICS

Quality: percent of
- availability of I-NET **[Target SLA 95%]**

Timeliness: percent of
- priority 0 tickets resolved within 4 hours **[Target SLA 90%]**

Customer Service: percent of customers indicating satisfaction with
- Customers indicating satisfaction with I-NET services **[Target SLA 95%]**

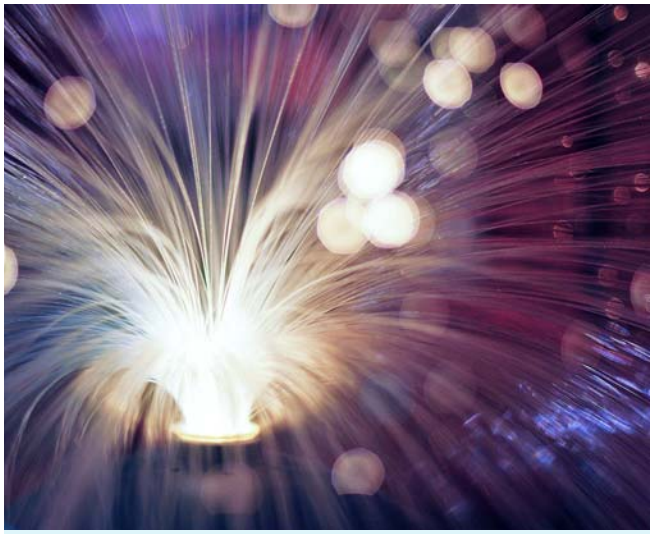
CONTACTS

Issues/Service Requests: KCIT Network Operations Center, **206-263-7000**

Service Owner:

- Regional Communications Services Manager:
  David Mendel, 206-263-7942,
  David.Mendel@KingCounty.gov

Escalation: Regional Communications Services Manager, **David Mendel, 206-263-7942, David.Mendel@KingCounty.gov**



King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide effective, accountable, and responsive internal services
3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator
3c. Actively participate in, strengthen regional organizations and policy bodies
3d. Strengthen King County's collaborative role with cities and communities

Public Engagement

1b. Increase and improve the use of new technology for citizen involvement

Quality Workforce

3d. Promote the use of technology to maximize productivity and efficiency

Financial Stewardship

1b. Work with cities to identify opportunities to provide services more efficiently

END-USER SERVICES

Voice Services

DESCRIPTION: Coordination of installation, maintenance, and monitoring (where available) of County phone services (both Internet Protocol based phones that use the Wide Area Network and traditionally wired phone services through on-site PBX systems or local telephone service providers).

INCLUDES

- On-Going Telephone Service
- ✓ For existing and new devices
- ✓ Includes voice mail and teleconferencing services
- ✓ Radio maintenance
- Optional Services
- ✓ Interactive Voice Response (IVR)
- ✓ Automatic Call Distribution (ACD)
- ✓ Long Distance (SCAN) services
- ✓ Optional equipment (headsets, etc.)
- ✓ Telephone feature programming
- ✓ Telephone cabling/wiring
- ✓ Wireless phones
- ✓ Customer telecom network services
- ✓ Standard moves, adds, and changes
- ✓ Project services for work group moves

SERVICE LEVEL METRICS

Quality: availability of

- voice services: Voice Mail and Interactive Voice Response **[Target SLA 95 %]**

Timeliness: percent of

- Priority 0 tickets resolved within 4 hours **[Target SLA 90 %]**

Customer Service: for tickets assigned to Customer Service staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?" **[Target SLA 95 %]**

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- **Fred Grannan, 206-263-7935, Fred.Grannan@KingCounty.gov**

Escalation: David Mendel, 206-263-7942, David.Mendel@KingCounty.gov

COST

Voice services are charged based on actual vendor charge and bond repayment for the Countywide Telephone System Replacement project. It is expected that the savings from the telecom project will cover the bond repayment; customers should experience similar level of charges to prior years. Cost for telecom coordination management is charged based on line counts at a point of time.

COST DRIVERS

- Type of devices
- Number of devices
- Specific features requirements
- Circuit costs that are impacted by specific locations/ distance

CUSTOMER RESPONSIBILITIES

- Participate in customer satisfaction surveys when given the opportunity

COST SAVING TIPS

- Streamline off-boarding process to ensure notification to the Telecom group to disconnect the phone line
- Develop department policy on allocation of cell phones

King County Strategic Plan Alignment

Service Excellence:

3e. Improve collaboration internally, including among the county's elected leadership, across departments, and with employees

Public Engagement:

1c. Ensure that communication, outreach and engagement efforts reach all residents, particularly communities that have been historically under-represented

END-USER SERVICES

Workstation Services

DESCRIPTION: The provisioning, maintenance, and support of Personal Computing devices, including network connectivity, and functionality.

INCLUDES

- Workstation
  - ✓ Standard workstation device and peripherals support
  - ✓ Workstation and Local Area Network administration and support
  - ✓ Email, calendaring, e-mail encryption and Active Directory (network log-in account)
  - ✓ Office productivity tools
  - ✓ Microsoft Office, Adobe Reader
  - ✓ Department specific workstation software
  - ✓ Workstation power management (energy efficiency initiative
- Service Center Support
- Local Printing Services
- IT Security (Firewall, McAfee, etc.)
- Network Connectivity and Internet Access
  - ✓ Workstation access to business applications and file server storage
  - ✓ Remote access
- Business Continuity for Workstation Services
- Optional Services
  - ✓ Non-standard workstation devices, peripherals, and software
  - ✓ After hours support (some or all services)
  - ✓ Specialized/dedicated services
  - ✓ Inter-Governmental Network Connectivity
  - ✓ Wi-Fi (public or private)
  - ✓ Redundancy connectivity
  - ✓ Network management monitoring access

SERVICE LEVEL METRICS

Quality: percent of

- workstation service-users without an incident during the month **[Target SLA 95 %]**

Timeliness: percent of

- standard workstations that are provisioned within 2 business days **[Target SLA 90 %]**

Customer Service: for tickets assigned to Workstation staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95%]**
- *yes* to the question "In the end, did you get what you needed?" **[Target SLA 95 %]**

COST

Workstation services are charged per standard workstation (desktop or laptop).

COST DRIVERS

- Type of device and peripherals (e.g., monitor, keyboard, etc.)
- Number of Email boxes
- Software and support required for a workstation

CUSTOMER RESPONSIBILITIES

- Participate in customer satisfaction survey when given the opportunity

COST SAVING TIPS

- Use Standard Device and Software
- Delete unused Email accounts

King County Strategic Plan Alignment

Service Excellence:
2d. Provide cost effective, accountable and responsive internal services.

CONTACTS

Service Requests: IT Service Center
(206) 263-HELP,
HelpTicket@KingCounty.gov, **http://help**

Service Owners:

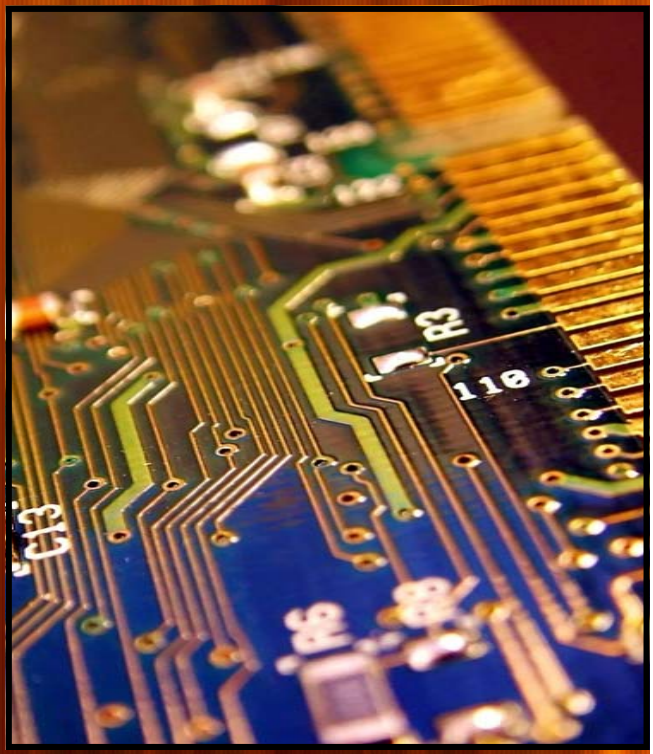
- DES IT SDM: **Cliff Carpenter, 206-263-8009, Cliff Carpenter@KingCounty.gov**
- DDES & Elections IT SDM: **Dale Hartman, 206-296-4236, dale.hartman@kingcounty.gov**

Escalation: Start with appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board member (for Separately Elected)

IT-IT Services

KCIT's IT-IT Services provide technical support to end-user services. IT-IT services are often less visible to our customers than other services and yet are essential to providing quality IT services.

These descriptions are included in the catalog for transparency, accountability, and informational purposes.



IT-IT SERVICES

Data Center

DESCRIPTION: Provides consolidated server hosting in a highly secure Tier III facility with multiple active power and cooling distribution paths with green energy practices and redundant components providing high availability.

INCLUDES

- Server Hosting
- Backup/Restore
- Onsite and Offsite Tape Handling
- Onsite Staff Support 25/7/365
- Off hours IT Service Center Support
- Server Build Out Area
- Redundant Power & Optimum Environment
- Safety & Physical Security
- Alternate Data Center (an optional service)

SERVICE LEVEL METRICS

Quality: percent of availability of

- power to equipment hosed in the KCIT data center **[Target SLA 99.99 %]**

Timeliness: percent of

- simple data center requests completed within 72 hours **[Target SLA 95 %]**

Customer Service: N/A

CONTACTS

Issues: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Requests: Email request to **dcchange@kingcounty.gov** and/or submit DCCHANGE form:

http://kcweb/oirm/services/nso/datacenter/DataCenterChangeRequest.docx

Service Owner:

- Data Center Services Manager, **Mark Van Horn, 206-263-8058, mark.vanhorn@KingCounty.gov**

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov

COST

The Data Center uses Rack Units as the allocation base. Major cost elements include network, staff related cost, space, utility, and tools.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Use the IT Service Center defined processes for requesting help and service
- Monitor the Change Management Calendar and notify Data Center Services of any local events with Data Center Services dependencies
- Respond in a timely manner to inquiries from Data Center Services staff who are resolving incidents and handling service requests
- Abide by County policies, procedures and standards related to Data Center Services

COST SAVING TIPS

- Consider virtualization and/or cloud strategy

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

2d. Provide effective, accountable, and responsive internal services

3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator

3c. Actively participate in, strengthen regional organizations and policy bodies

3d. Strengthen King County's collaborative role with cities and communities

Public Engagement

1b. Increase and improve the use of new technology for citizen involvement

Quality Workforce

3d. Promote the use of technology to maximize productivity and efficiency

Financial Stewardship

IT-IT SERVICES

Enterprise Business Continuity

DESCRIPTION: Supports every agency and department leadership in defining a comprehensive plan for all critical and essential services. This includes business impact, risk assessment, and operational recovery planning. The program's goal is to ensure King County can successfully recover critical and essential services.

INCLUDES

- IT Business Continuity
  - ✓ Business Continuity Policy and Guidelines
  - ✓ Emergency Management Response Plan
  - ✓ Tabletop Exercises
  - ✓ Priority access to communication networks during actual disasters
- IT Disaster Recovery
  - ✓ Secondary Production Data Center
  - ✓ Quick-ship Recovery Solution
  - ✓ Mainframe Hosting Service
  - ✓ Networker Backup Recovery Service
  - ✓ Detailed Disaster Recovery Plans
  - ✓ Emergency Notifications
- Change Management
  - ✓ Change Advisory Board
  - ✓ Request For Change Database
  - ✓ Forward Schedule of Change
- Major IT Incident Management
  - ✓ Incident Manager
  - ✓ Root Cause Analysis

SERVICE LEVEL METRICS

Quality: percent of

- change of Management Requests classified as "high" that successfully followed the change processes **[Target SLA 95 %]**

Timeliness: percent of

- major incidents that have a root cause analysis completed and posted to the Change Management website within one month of the incident occurring and mitigation strategies are identified, followed up on, and completed within three months of the incident occurring. **[Target SLA 95 %]**

Customer Service: TBD

CONTACTS

Issues/Service Requests: IT Service Center
(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- Business Continuity Services Manager, **Cheryl Ann Gunderson, 206-263-7869, CherylAnn.Gunderson@KingCounty.gov**

Escalation: **Bill Kehoe, Bill.Kehoe@KingCounty.gov**

COST

Business Continuity includes enterprise wide services and agency-specific services. Agency specific costs are allocated through the data center charges for the user agencies and enterprise wide services are allocated by workstation.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Participation in Business Continuity Program
- Provide summary and detailed disaster recovery plans for each critical and essential identified
- Sign up appropriate staff GETS/WPS services

COST SAVING TIPS

- N/A

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

IT-IT SERVICES

King County IT Service Center

DESCRIPTION: The first contact point for all IT incidents and service requests whether received by telephone, email or web. Responds to requests for IT assistance, resolves incidents and service requests, and refers incidents and service requests as appropriate to IT staff specialists outside the IT Service Center.

INCLUDES

- Available 24/7/365
- Three ways to request assistance: telephone, email and web
- Status updates on a regular basis based on ticket priority
- Self-help documentation and training tools
- Convenient remote incident resolution if possible
- Second level incidents and service request referral as needed

SERVICE LEVEL METRICS

Quality:

- average wait time to speak to a Service Center Analyst **[Target SLA TBD]**

Timeliness: percent of

- tickets resolved each month in LANDesk that are resolved by Service Center Analysts **[Target SLA 40 %]**

Customer Service: for tickets assigned to Customer Service staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?" **[Target SLA 95 %]**

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owners:

- IT Service Center Manager, **Krista Bautista, 206-263-7916, Krista.Bautista@KingCounty.gov**
- **Denise Wilson, 206-263-8148, Denise.Wilson@KingCounty.gov**

Escalation: Start with appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Separately Elected)

COST

The costs are based on the ticket profile which correlates to the work performed. Service Center costs include staff related costs and software maintenance costs of the ticketing system used by the Service Center.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Communication incidents and service requests to the Service Center via telephone, email, or web
- Abide by County policies, procedures, and standards related to the IT Service Center
- Respond to information requests needed by IT staff to troubleshoot and resolve incidents or service requests, and provide access to IT assets as needed and appropriate
- Notify the Service Center when incidents and service requests are not resolved to satisfaction
- Provide feedback on overall and specific areas of satisfaction
- Manage 2nd level ticket queues for incidents & service requests, assigns appropriate IT staff & monitors queues for breaches
- Participate in operating level agreement and service level reviews
- Participate in Problem Management and continual service improvement

COST SAVING TIPS

- N/A

King County IT Service Center
your customer service connection

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery

IT-IT SERVICES

Network Services

DESCRIPTION: Provides all LAN, WAN, Wireless, Intranet and Internet network connectivity to all King County systems and applications at all King County agencies.

INCLUDES

- Network Available 24/7/365
- Standard Support Hours: 8am-5pm
- Provide: Network Connectivity, Remote Access, Network Operations Center Services and Wireless Connectivity
- Respond to 2nd level incidents and requests accordingly to assigned priority conveyed through the Service Center Quarterly Review of Service Level performance
- Notification of all scheduled and emergency maintenance via the Change Management process
- Agency Dedicated Firewall Services
- Dedicated Network Services—Segmentation
- Agency specific network monitoring tool access, views, alerts
- After Hours Support

SERVICE LEVEL METRICS

Quality: percent of

- availability (research required for possible tiered service for remote sites with limited connectivity options such as T-1 and DSL with site stability issues beyond our immediate control and without the ability to move to newer technology such as Metro Optimal Ethernet from Century Link due to location **[Target SLA 99.8 %]**
- Mean Time Between Failures by Service Node (or IDF Closet) **[TBD]**

Timeliness: percent of

- priority 0 tickets resolved within 4 hours **[Target SLA 90 %]**

Customer Service: for tickets assigned to Networks staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?" **[Target SLA 95 %]**

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- Network Services Manager, **Fred Grannan, 206-263-7935, Fred.Grannan@KingCounty.gov**

Escalation: Regional Services Manager, **David Mendel, 206-263-7942, David.Mendel@KingCounty.gov**

COST

Network charges are based on total cost to deliver service, excluding costs associated with the data center. Costs are distributed across all workstations.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Use the IT Service Center defined processes for requesting help and service
- Monitor the Change Management Calendar and notify Network Services of any local events with Network Services dependencies
- Respond in a timely manner to inquires from Network Services Staff who are resolving incidents and handling service requests
- Provide timely access to facilities and staff to work with as required
- Abide by County policies, procedures and standards related to Network Services
- Participate in operating level agreement and service level reviews

COST SAVING TIPS

- N/A

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator
3d. Strengthen King County's collaborative role with cities and communities

IT-IT SERVICES

Server, Storage & Database

DESCRIPTION: Provides planning, architecting, designing, implementation and on-going maintenance and operational support for King County's Windows, Linux, the Unix server computing needs. This service also offers a full range of database management services, including design, implementation, and on-going maintenance and support.

INCLUDES

- Virtual Server Management Services—data center hosting, hardware, O/S support as arranged, 150 Gb storage, security, monitoring and backups included
- Backup, Recovery, and Offsite Storage Services—Daily incremental, 3 months; weekly full, 1 year
- Database Management Services—Design, development and administration; performance tuning and optimization; security, monitoring and troubleshooting
- Standalone Server Management Services—Hardware, operating system, security, monitoring, and maintenance with 9x5, 7x24, or SLA defined services
- Agency Storage—Standalone SAN Management
- Enterprise Storage—Per Terabyte
- Capacity Management

SERVICE LEVEL METRICS

Quality: percent of

- availability of identified key virtual servers **[Target SLA 99.9 %]**
- successful daily back-ups of identified data **[Target SLA 99.0 %]**
- availability of identified SQL database servers **[Target SLA 99.9 %]**
- Mean Time Between Failures by Service Node (or IDF Closet) **[Target SLA TBD]**

Timeliness: percent of

- priority 0 tickets resolved/service restored within 4 hours **[Target SLA 95 %]**

Customer Service: for tickets assigned to Server, Storage, and Database staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?" **[Target SLA 95 %]**

COST

Servers/Storage/Databases cost are allocated to the servers that serve end-user services: Applications, eGovernment, Workstation, Voice, and GIS based on number and type of servers and level of storage/backup.

COST DRIVERS & COST SAVING TIPS

- N/A

CUSTOMER RESPONSIBILITIES

- Use the Technical Services defined processes for requesting help and service
- Respond in a timely manner to inquiries from Technical Services staff who are resolving incidents and handling service requests
- Participate in operating level agreement and service level reviews
- Identify all customer contacts, including any technical contacts for systems support and a management contact for liaison purposes
- Notify Technical Services of all adds, moves, and reductions to the agency's server/device support requirements
- Document escalation instructions
- Submit all requests to KCIT Service Center for support and services
- Collaborate with Technical Services staff when resolving a service related incident or request

CONTACTS

Issues/Service Requests: IT Service Center
(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owners:

- **Gary Hocking, 206-296-3791, Gary.Hocking@KingCounty.gov**
- **John Heath, 206-263-7875, John.Heath@KingCounty.gov**
- **Wayne Watanabe, 206-684-1633, Wayne.Watanabe@KingCounty.gov**

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management Board (TMB) member (Sep. Elected)

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

IT-IT SERVICES

Technology Products

DESCRIPTION: Provide secure communication and collaboration services, security controls, enterprise client desktop monitoring and shared web services that support all King County Staff.

INCLUDES

- Exchange
- Lync
- 24/365 support provided
- Respond to 2nd level incidents and requests according to assigned priority conveyed through the Service Center
- Quarterly Review of Service Level performance
- Notification of all scheduled and emergency maintenance via the Change Management process
- Agency Dedicated Verdiem Power Management Services
- Dedicated Blackberry/Voltage Encrypted Email Services
- Agency specific Management/Maintenance access, views, alerts, and monitoring

SERVICE LEVEL METRICS

Quality: availability of

- identified technology products **[Target SLA 99.8%]**

Timeliness: percent of

- priority 0 tickets assigned to the Technology Products Team resolved within 4 hours **[Target SLA 90 %]**

Customer Service: for tickets assigned to Technology Products staff, percent of customers responding

- *very satisfied* or *satisfied* to the question: "Overall, how satisfied are you with the experience related to the resolution of your request?" **[Target SLA 95 %]**
- *very satisfied* or *satisfied* to the question "How satisfied are you with the amount of time it took to resolve your request?" **[Target SLA 95 %]**
- *yes* to the question "In the end, did you get what you needed?"

  [Target SLA 95 %]

COST

- Technology Products allocates their services based on email accounts.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Use the IT Service Center defined processes for requesting service
- Monitor the Change Management Calendar and notify Network Services of any local events with Network Services dependencies
- Respond in a timely manner to inquiries from Enterprise Services staff who are resolving incidents and handling service requests
- Providing timely access to facilities and staff to work with as required
- Abide by County policies, procedures and standards related to Enterprise Services
- Participate in operating level agreement and service level reviews

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- Technology Services Manager, **John Heath, 206-263-7875, John.Heath@KingCounty.gov**

Escalation: Appropriate KCIT Service Delivery Manager (Executive Branch) or Technology Management (TMB) member

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

Business Foundation Services

KCIT's Business Foundation services provide a foundation for all of our services, bringing greater accountability and transparency to KCIT customers and business partners.

BUSINESS FOUNDATION SERVICES

Customer Support

DESCRIPTION: Provides transparency and accountability for both KCIT customers and business partners and KCIT as an organization. Incorporates all aspects of KCIT's service-oriented structure, including establishment of each year's service catalog, establishing Service Level Agreements with county agencies, reporting on performance measurements, and related customer service activities.

INCLUDES

- For Customers
  - ✓ Examine customer needs and grow service/solution offerings to meet needs
  - ✓ Assist business owners in their business development with technology support considering competitive IT service assessments and pricing
  - ✓ Annual creation of KCIT Services Catalog, including rates
  - ✓ Annual establishment of KCIT Service Level Agreements with county agencies
  - ✓ Definition of performance measures to meet customer expectations
  - ✓ Quarterly and/or Semi-Annual reporting of performance measurements for all KCIT Services
- For KCIT
  - ✓ Business Development through implementation of strategic technology plan
  - ✓ Liaison between KCIT Service Owners and customers
  - ✓ Strategic Leadership to Service Owners and IT service delivery managers in service department, service delivery and customer service

COST

- Business Foundation allocation based on the level of provisioned IT services.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Communicate with service providers, escalate to KCIT Customer Service Director as necessary
- Provide accurate usage information
- Business process ownership

COST SAVING TIPS

- N/A

SERVICE LEVEL METRICS

Quality: percent of

- IT Services meeting service delivery commitments **[Target SLA 95 %]**
- IT Services meeting customer needs **[Target SLA 95 %]**

Timeliness: percent of

- End-user services reports to Business Management Council quarterly in a timely manner **[Target SLA 100 %]**
- IT-IT services reports to Business Management Council at least twice a year in a timely manner **[Target SLA 100 %]**

Customer Service: percent of

- responses indicating overall satisfaction with the KCIT Services Management service as reported by Business Management Council/Technology Management Board members on an annual survey **[Target SLA 95 %]**

CONTACTS

Service Owner:

- KCIT Customer Service Director

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide effective, accountable, and responsive internal services

BUSINESS FOUNDATION SERVICES

Enterprise Architecture

DESCRIPTION: Builds a foundation based on best practices that improves the county's ability to leverage its process, information, and technology investments. Alignment is accomplished through the use, development, and application of an Enterprise Architecture Framework based on county business goals and strategy.

INCLUDES

- Leading the architecture governance program for the County
- Mapping business strategies into technology solutions
- Facilitation of the creation of EA Principles
- Develop, maintain, and operate the KC EA framework
- Conduct EA reviews to identify opportunities for reuse and risk mitigation
- Create a forum to help cultivate EA throughout the organization
- Create a repository for architecture standards and best practices
- Provide support and internal consulting to ensure that enterprise initiatives and projects (business or technology) are carried out consistently and successfully

SERVICE LEVEL METRICS

Quality: percent of

- EA Principles and framework that have a demonstrable linkage to County Business Drivers and Goals **[Target SLA 100 %]**
- supporting EA artifacts (EA processes, standards, toolkits, best practices, etc.) have a demonstrable linkage to EA Principles **[Target SLA 100 %]**
- Architecture Reviews that evaluate opportunities for leveraging existing County investments in processes, information, and technologies **[Target SLA 100 %]**

Timeliness: percent of

- Architecture Reviews (conducted year-round) initiated within 2 weeks of request, write-up back to project within 2 weeks of review completion**[Target SLA 100 %]**
- **Customer Service:** N/A

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- KCIT Enterprise Architect, **Greg Brant, 206-263-7937, Greg.Brant@KingCounty.gov**

Escalation: John Klein, John.Klein@KingCounty.gov

COST

- Business Foundation allocation based on the level of provisioned IT services.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Business Leadership actively participates in business goal, strategy, and EA principles discussions
- Projects engage EA at the appropriate points in the Solution Development Lifecycle (SDLC)
- Subject Matter Experts (SMEs) actively participate in Domain Architecture Teams
- KCIT adopts standards and best practices that are development by the EA effort and the participating teams

COST SAVING TIPS

- N/A

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

BUSINESS FOUNDATION SERVICES

IT Performance Measurement

DESCRIPTION: Tracks, reports, and works to continually improve upon the performance of KCIT's services. Ensures outreach and accountability to KCIT customers through the sharing of performance results through the KCIT Governance Program.

INCLUDES

- For KCIT Customers
- ✓ Performance reporting for all KCIT services (end-user, IT-IT, mandating, and business foundation)
- ✓ Coordination and support for review with KCIT Governance groups
- For KCIT
- ✓ Define and implement process, methodology and tools for performance tracking and reporting
- ✓ Assist Service Owners with performance measures definition, tracking, and reporting
- ✓ Develop ad-hoc performance reports as requested
- ✓ Organize and facilitate internal performance reviews
- ✓ Lead and prepare KCIT for participation King County Executive Office Performance forum
- ✓ Coordinate KCIT performance measurement program with the Office of Performance, Strategy, and Budget

SERVICE LEVEL METRICS

Quality:

- events are not "missed" on all standard KCIT Service Performance Reports **[Target SLA Less Than 3 events missed per quarter]**

Timeliness: percent of

- internal report-outs are conducted in advance of report-outs to KCIT Governance groups **[Target SLA 75 %]**
- **Customer Service:** N/A

COST

- Business Foundation allocation based on the level of provisioned IT services.

COST DRIVERS

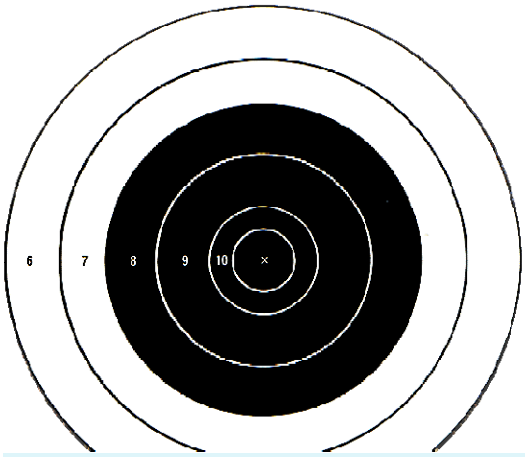
- N/A

CUSTOMER RESPONSIBILITIES

- Participate in discussions relating to KCIT Performance Measurements as appropriate
- Participate in customer satisfaction surveys relating to KCIT services performed as appropriate
- Report on any outages that affected your County agency that are not reported through standard KCIT reporting processes

COST SAVING TIPS

- N/A



King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide effective, accountable, and responsive internal services

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- KCIT Performance Measurement Manager, **Ann Moses, 206-263-7949, Ann.Moses@KingCounty.gov**

Escalation: Zlata Kauzlaric, Zlata.Kauzlaric@KingCounty.gov

BUSINESS FOUNDATION SERVICES

Office of the Chief Information Officer

DESCRIPTION: Provides vision and coordination in technology management and investments across the County and advises all branches of county government on technology.

INCLUDES

- For all branches of county government
  - ✓ Advice to county elected officials, departments, and divisions on technology planning and project implementation
  - ✓ Regular meetings with business managers
  - ✓ Establishment of short-, mid– and long-range objectives for IT investments in the County
  - ✓ Recommending
    - ✓ business/technical IT projects for funding or budgetary changes
    - ✓ countywide IT policies and standards
    - ✓ technical standards for purchasing, implementation, and operation
  - ✓ Establishing standard methodology for IT project management
  - ✓ Monitoring IT projects implementation and releasing funding to project with successful reporting and completion of milestones
  - ✓ Providing annual performance review to the executive and council
  - ✓ Convening IT Security Steering Committee to make recommendation regarding privacy and security issues related to use of IT
- For Executive Branch: Planning, Oversight, and Management of IT
  - ✓ Approving the department IT service delivery plan in conjunction with the executive branch department directors
  - ✓ Ensuring executive branch department IT service delivery needs are met accordingly to the IT service delivery plan for the department
  - ✓ Hiring or designating, or both, the department IT service delivery manager in consultation with the department director to manage the day-to-day IT operations within each executive branch department
  - ✓ Ensuring executive department IT needs are aligned with the countrywide strategic technology plan and the annual technology business plan

SERVICE LEVEL METRICS

Quality:

- Strategic Vision and Leadership for IT are aligned with the King County Strategic Plan with the intent of managing the expenditure (operational delivery of IT) and the on-going contributions made to our business partners through the effective use of IT **[Target: Increased productivity reported through Service Delivery Projects and LEAN initiatives]**

Timeliness: percent of

- quarterly reports on efficiencies enabled by IT presented to Business Management Council **[Target SLA 100%]**

Customer Service: percent of

- overall satisfaction regarding how well KCIT supports business goals and objectives within the County as reported by Council, executive, department directors, separately elected leadership, Business Management Council and Technology Management Board members on an annual survey **[Target SLA 95%]**

BUSINESS FOUNDATION SERVICES

Office of the Chief Information Officer

COST

- Business Foundation allocation based on level of provisioned IT services.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Develop and maintain IT plans that align to the countywide strategic plan and the strategic technology plan
- Provision IT with due diligence demonstrated to meet policies and standards established through technology governance
- Escalate to the executive and council as needed
- Participate in annual customer satisfaction survey

CONTACTS

Issues/Service Requests: IT Service Center

(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- County Chief Information Officer, **Bill Kehoe, 206-263-7887, Bill.Kehoe@KingCounty.gov**

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov, and then the **Assistant Deputy County Executive, Rhonda.Berry@KingCounty.gov**

King County Strategic Plan Alignment

Service Excellence:

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide cost effective, accountable, and responsive internal services
3b. Define King County's role in regional issues as a leader, equal partner, participant, or facilitator
3c. Actively participate in, strengthen regional organizations and policy bodies
3d. Strengthen King County's collaborative role with cities and communities

Public Engagement

1b. Increase and improve the use of new technology for citizen involvement

Quality Workforce

3d. Promote the use of technology to maximize productivity and efficiency

Financial Stewardship

1b. Work with cities to identify opportunities to provide services more efficiently

BUSINESS FOUNDATION SERVICES

Project Management Office Coordination

DESCRIPTION: Focused on improving the county's overall performance related to project management, through standard methodologies, best practices, tools, training, and collaboration.

INCLUDES

- Project management center of excellence
- ✓ Project management methodology
- ✓ Templates library
- ✓ Project Management collaboration center
- ✓ Project SharePoint sites and support
- Project formulation
- ✓ New project identification
- ✓ Project-to-strategy alignment
- Project manager training
- ✓ Professional development program
- ✓ In-house and external training opportunities
- ✓ Certification support
- KCIT Project Portfolio
- ✓ Portfolio management tool
- ✓ Project status tracking, reporting, and dashboards
- ✓ Investment decision support
- ✓ Project interaction and strategic alignment
- ✓ Project resources management and coordination
- ✓ Integrated plan and budget management
- Risk-based project assessment and assistance for at-risk projects

SERVICE LEVEL METRICS

Quality:

- maintain and update tools/template library **[Target SLA 20 % increase tools/templates]**

Timeliness: percent of

- Project Management Methodology maintained and updated by December 2013 **[Target SLA 100%]**

Customer Service: percent of

- responses indicating overall satisfaction with PMO Coordination sponsored training as reporting by attendees participating **[Target SLA 95%]**

COST

- Business Foundation allocation based on level of provisioned IT services.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Allow time for project manager participation in training
- Provide input for project manager improvement/training based on perceived knowledge gaps
- Participate in surveys when given the opportunity

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests: IT Service Center
(206) 263-HELP, HelpTicket@KingCounty.gov, http://help

Service Owner:

- KCIT Project Management Office (PMO) Manager, **Trever Esko, 206-263-7855, Trever.Esko@KingCounty.gov**

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery
2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently
2d. Provide effective, accountable, and responsive internal services

Mandated Services

KCIT's Mandated Services include all services provided by KCIT that are required by King County code to meet regulatory requirements.

MANDATED SERVICES

Information Assurance

DESCRIPTION: Manages information-related risks. Protects the confidentiality, integrity, and availability of data and their delivery systems.

INCLUDES

- Risk Management
  - ✓ Provide and coordinate information security and privacy risk management, assessment and treatment recommendations and associated activities
- Strategic Planning
  - ✓ Reduce the risks to the confidentiality, integrity, and/or availability of information assets
- Legal, Regulatory, Contractual, and Policy Compliance
  - ✓ Coordinate compliance with information security and privacy related laws, statues, regulations, contractual obligations and policies
- Digital Forensics
  - ✓ Provide, facilitate, and coordinate digital forensics investigations of inappropriate use of information assets and breach/incident activities
- Reviews, Assessments, and Evaluations
  - ✓ Provide information security and privacy reviews, assessments and evaluation of projects, proposals and implementations to ensure security controls are properly identified
- Incident Response
  - ✓ Manage breach and incident response activities to ensure a timely and effective resolution, minimizing overall risks
- Information Security and Privacy Policies, Standards and Guidelines
  - ✓ Coordinate, develop, and implement information security and privacy policies, standards and guidelines
- Countrywide Information Security and Privacy Activities
  - ✓ Coordinate information security and privacy activities
- Security Controls
  - ✓ Administer countrywide security controls and provide oversight for the selection, implementation and operation of other controls
- Monitoring and Reporting
  - ✓ Monitor and report on information security and privacy status to ensure effectiveness, protect information assets, as provide continual process improvement
- Training and Awareness
  - ✓ Develop, provide, and coordinate King County's information security and privacy training and awareness program

SERVICE LEVEL METRICS

Quality: percent of

- agencies reporting 90% compliance or higher for Anti-Virus DAT File compliance as reported on the monthly security scorecard **[Target SLA 90 %]**

Timeliness: percent of

- Endpoint security tools deployed within 3 months of being available for deployment **[Target SLA 95 %]**
- **Customer Service:** N/A

MANDATED SERVICES

Information Assurance

COST

- Mandated Service Allocation

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Communicate any real or perceived information security and/or privacy concerns, breaches or events with Information Assurance
- Provide Information Assurance information, resources, and assistance during breach incident activities
- Involve Information Assurance in project development, planning and evaluation activities
- Provide representative(s) to the Security Leads and ensure their participation
- Apply security and privacy controls as appropriate based on policy, standard or in the fashion recommended by Information Assurance or request and receive exceptions as appropriate

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests:

To request spam or personal information "fishing" related instances, contact the IT Service Center:

(**206) 263-HELP, HelpTicket@KingCounty.gov, http://help**

To request a security investigation or report a confidential issue, contact:

(**206) 263-7980, InfoSec@KingCounty.gov**

Service Owner:

- Chief Information Security and Privacy Officer: **Ralph Johnson, 206-263-7891, Ralph.Johnson@KingCounty.gov, Elise McConnell, 206-263-7936, Elise.McConnell@KingCounty.gov**

Escalation: **Bill Kehoe, Bill.Kehoe@KingCounty.gov**

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

MANDATED SERVICES

IT Governance

DESCRIPTION: Provides management and support for IT Governance: Strategic Advisory Council (SAC), Business Management Council (BMC), and Technology Management Board (TMB). The IT Governance role is to validate and champion the County's technology vision and advise on implementation of strategic and tactical technology initiatives and technology operations.

INCLUDES

- BMC and TMB scope of work:
  - ✓ Review of IT Technology Proposals
  - ✓ Assessment of short-term, mid-term strategic value, and risks
  - ✓ Assessment of alignment of IT proposals with agency business plans, technology plans, and strategic objectives
  - ✓ Recommendations for implementing IT standards, policies, and guidelines
  - ✓ Recommendations for finalizing the annual technology report and the technology business plan
  - ✓ Review of operations management issues
  - ✓ Review/Development of IT program proposals that promote the efficient operation and management of technology infrastructure, applications and data
- SAC scope of work:
  - ✓ Advice on strategic objectives & policy direction for IT countywide
  - ✓ Endorsement of Strategic Technology Plan
- Manage and Support the SAC, BMC and TMB Scope of work:
  - ✓ Hold 26 IT Governance meetings annually with the county business and technology leaders and industry experts
  - ✓ Prepare meeting agenda
  - ✓ Coordinate with KCIT and other agencies for meeting topics, presentations and materials
  - ✓ Meeting minutes/records
  - ✓ Maintain web/SharePoint sites to maintain transparency and a record of IT Governance's work
  - ✓ Publish BMC/TMB/SAC records: over 1,300 documents spanning 10 years
  - ✓ Deliver Annual Technology Report (ATR)

SERVICE LEVEL METRICS

Quality: percent of

- Meetings with 80% attendance or higher **[Target SLA 100 %]**

Timeliness: percent of

- Meeting Agenda and Materials provided in advance of each TMB, BMC, and SAC meeting (one week for BMC and TMB; two weeks for SAC) **[Target SLA 95 %]**

Customer Service: percent of

- Overall Satisfaction with IT Governance work as reported by SAC, BMC, and TMB members during an annual survey **[Target SLA 95 %]**

MANDATED SERVICES

IT Governance

COST

- Mandated Service Allocation

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Attend meetings
- Actively engage in meeting discussions
- Review meeting materials in advance to the meeting
- Participate in setting meeting agendas
- If presenting, provide meeting materials timely in advance to the meeting (BMC/TMB– one week, SAC – two weeks)
- Escalate to the CIO as needed
- Participate in annual customer satisfaction survey

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests:

Zlata Kauzlaric, 206-263-7896, Zlata.Kauzlaric@KingCounty.gov

Service Owner:

- KCIT Governance Manager

Zlata Kauzlaric, 206-263-7896, Zlata.Kauzlaric@KingCounty.gov

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov

King County Strategic Plan Alignment

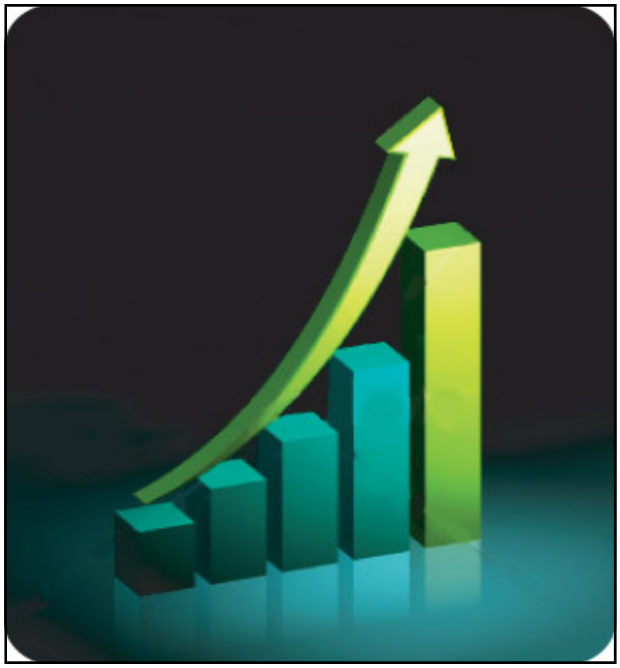
Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

3c. Actively participate in, strengthen regional organizations and policy bodies

3d. Strengthen King County's collaborative role with cities and communities



MANDATED SERVICES

IT Project Advisory Review & Oversight

DESCRIPTION: Provides management and support of Project Review Board (PRB) advisory and oversight in their work to promote project success and advise on project risks. Supports IT projects in reporting to PRB, and maintain documentation and repository for transparency and integrity of PRB work.

INCLUDES

- Support to PRB for their Decision Making
  - ✓ Review of project funding release requests and recommendations
  - ✓ Identification of project risks and mitigation strategies
  - ✓ Review of on average 800 project documents per year
  - ✓ Reporting to PRB on projects at risk
  - ✓ Track compliance with the countywide policy for IT Project Managers
  - ✓ Create summary IT Project Portfolio status reports
  - ✓ Manage Quality Assurance Reviews for PRB and Project Sponsor
  - ✓ Development of project reporting requirements for PRB reviews
  - ✓ Periodic review and proposal for advancing PRB oversight
  - ✓ Ensure compliance with King County Code for project oversight
  - ✓ Review and revision of PRB Standard Operating Procedures
  - ✓ Maintain web/SharePoint sites and publish PRB records: over 13,000 project documents, PRB decisions, actions, minutes
- Support to IT Projects for PRB Reviews
  - ✓ Support and training for project managers and other board members
  - ✓ Identification of Project Risks and Recommendations for projects
  - ✓ Facilitate funding release request review and release with the CIO/PRB
  - ✓ Meetings with PRB members and projects as needed
- Assist Projects With:
  - ✓ Project Preparation for PRB Reviews
  - ✓ Policy requirements for Project Manager Selection
  - ✓ Preparing for a Funding Release and briefings
  - ✓ Follow-up on PRB Recommendations and Actions
  - ✓ Providing Access to PRB Record of the Project
  - ✓ Guidance for Monthly Status Reporting to PRB
  - ✓ Coordination with Agency Oversight and Investment & Oversight Board
  - ✓ Providing Guidance for Closing the Project
  - ✓ Providing Status of County's IT Project Portfolio
  - ✓ Reporting on Projects in Annual Technology Report
  - ✓ Coordinating with PMO, PSB, Council & Council Auditor Staff

SERVICE LEVEL METRICS

Quality: percent of

- PRB Funding Release requests for which the project provided complete and required project documentation **[Target SLA 100 %]**

Timeliness: percent of

- PRB Funding Releases reviewed with a recommendation to CIO/PRB within two weeks of initial submittal, where no follow ups are required **[Target SLA 90 %]**

Customer Service: percent of IT Project Managers, BMC and TMB indicating

- Overall Satisfaction with PRB Oversight **[Target SLA 90 %]**

MANDATED SERVICES

IT Project Advisory Review & Oversight

COST

- Mandated Service Allocation

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

IT Projects

- Provide accurate and timely project information to PRB
- Provide Monthly Project Status Reports by the first of the month
- Follow PRB process and requirements for funding releases
- Provide planned timelines for requesting funding releases
- Provide Project close-out report within one month after reporting project completion

PRB

- Direction and feedback for PRB staff on the PRB methodology and project review

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests: Contact Gary Tripp or Zlata Kauzlaric

Zlata Kauzlaric, 206-263-7896, Zlata.Kauzlaric@KingCounty.gov

Service Owner:

- KCIT Governance Manager

Zlata Kauzlaric, 206-263-7896, Zlata.Kauzlaric@KingCounty.gov

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov

King County Strategic Plan Alignment

Service Excellence:
1c. Improve local service delivery

MANDATED SERVICES

IT Strategic Planning

DESCRIPTION: Focused on improving the county's overall achievement of strategic business goals through utilization and leveraging of technology assets and appropriate introduction of new/updated assets timed with business demand.

INCLUDES

- Work with IT customers, IT service providers, and the enterprise architecture program to align technology strategy with business strategy, goals, and objectives
- Develop strategies and road-maps for key technologies
- Develop and maintain KCIT Strategic Technology Plan with annual updates as needed
- Technology portfolio support and integration with long-term and short-term plans
- Facilitation of annual technology planning forums/efforts review of progress to date, strengths, weaknesses, opportunities and challenges
- Annual Technology Business Plan for KCIT
- Annual report on results related to plans
- Coordinate and facilitate countywide IT policy development
- Research and understand emerging technologies and how they may be beneficial to King County

SERVICE LEVEL METRICS

Quality: percent of

- KCIT Strategic Technology Plan Elements and related road-maps aligned to the King County Strategic Plan. **[Target SLA for Goals 100 %; Target SLA for Objectives 75 %; Target SLA for Strategies 50 %]**
- KCIT Strategic Technology Plan Elements with a funded (via operations or Capital Improvement Project) initiative focusing on implementation **[Target SLA 80 %]**

Timeliness: percent of

- KCIT Strategic Technology Plan development or refreshed by April 30 of each year **[Target SLA 100 %]**

Customer Service: percent of customers who indicate that

- Technology is helping to achieve their strategic goals **[Target SLA 90 %]**

COST

- Mandated Service Allocation

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

IT customers:

- Communicate changing business needs and strategies by including IT strategic planning and IT service providers in strategic and tactical business planning meetings and communicating updated strategic, Line of Business, and tactical plan documents as published
- Indicate satisfaction with current IT service delivery and expected future needs and pain points
- Work collaboratively to develop and evolve new and existing IT services to meet needs
- Effectively sponsor strategic technology projects, expecting specific and measurable results to operational effectiveness

IT service providers:

- Collaborate in the creation of strategies and road-maps that affect their services, taking ownership in those strategies, and road-maps
- Identify new technologies/opportunities to improve their services and work with strategic planning to update roadmaps and strategies contained in the strategic technology plan
- Work to implement changes into their services that deliver measurable improvements

Enterprise Architecture:

- Provide enterprise technology direction in areas of standards and best practices
- Evaluate new technology proposals for fit to standards and evolve standards and best practices

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests: Contact John Klein

Service Owner:

- KCIT Strategic Planning Manager, **John Klein, 206-263-7903, John.Klein@KingCounty.gov**

Escalation: Bill Kehoe, Bill.Kehoe@KingCounty.gov

King County Strategic Plan Alignment

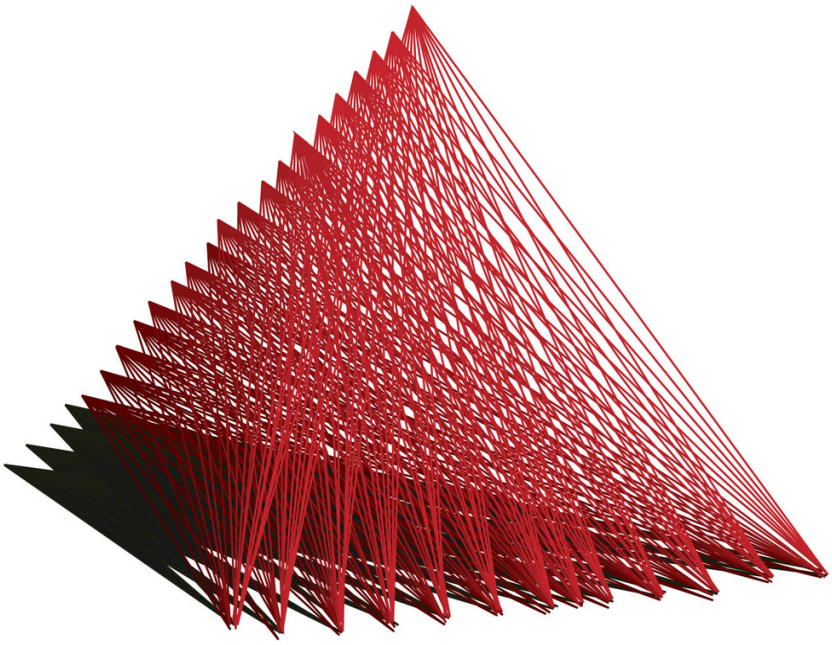
Service Excellence:

1c. Improve local service delivery

2b. Adopt new technologies and processes that allow county agencies to work more effectively and efficiently

Service Support

KCIT's Support Services provide direct support to all of KCIT's end-user services.



SERVICE SUPPORT

KCIT Business and Finance

DESCRIPTION: Supports all KCIT End-User services and is responsible for IT Fiscal, IT Payroll, IT Budget Management, IT Contracts, and IT Asset Management services for the County.

INCLUDES

- IT Fiscal Management
  - ✓ Provide timely accurate accounts payable, billing, accounting transaction recording, and financial reporting
  - ✓ Retain and organize financial documentation for audits
  - ✓ Ensure that KCIT internal and external billings are processed accurately and in a timely manner
  - ✓ Ensure each KCIT employee is paid on time /accurately
  - ✓ Server as liaison with Facilities Management Director and/or vendor on facility issues, especially in the Chinook building
- IT Contracts
  - ✓ Manage IT contract processes including renewals
  - ✓ Ensure compliance with procurement rules/regulations
  - ✓ Assist in procurement process to get best prices and quality of products/services for the County
  - ✓ Manage vendors through establishment of partnership and contract negotiation
  - ✓ Encourage the use of established master contracts and std. products
- IT Budget Management
  - ✓ Oversee budget process for KCIT, including financial plans & projections
  - ✓ Work with managers on their budget needs
  - ✓ Responsible for development of rates for all KCIT services
  - ✓ Work with Office of Performance, Strategy, and Budget and Council in budget processes throughout the year to include biennial budget development process
  - ✓ Provide assistance in business analysis and review
  - ✓ Respond to any inquiries such as audits
- IT Asset Management
  - ✓ Ensure IT assets are tracked and accounted for, replaced appropriately
  - ✓ Respond to audit request on IT asset related audit
  - ✓ Ensure compliance with any applicable IT asset policy/ standards

COST

- End-User Service allocation based on staffing levels required to provide IT services.

COST DRIVERS

- N/A

CUSTOMER RESPONSIBILITIES

- Respond to Business and Finance staff inquiries in a timely manner
- Follow established procedures and fill any required forms completely and accurately
- Follow payroll procedures, review accuracy, and submit on or before deadline
- Be proactive in planning when submitting requests, to avoid rushes
- Participate in Problem Management and continual service improvement

COST SAVING TIPS

- N/A

CONTACTS

Issues/Service Requests: Contact Business Finance Manager,

George Vida, 206-263-7899, George.Vida@KingCounty.gov

Service Owners:

- IT Budget Management, IT Contacts Management, IT Asset Management, **George Vida, 206-263-7899, George.Vida@KingCounty.gov**
- IT Fiscal Management and Payroll, **Paul Mudrovich, 206-263-7872, Paul.Mudrovich@KingCounty.gov**

Escalation: Christine Chou, 206-263-7845, Christine.Chou@KingCounty.gov

King County Strategic Plan Alignment

Financial Stewardship

1b. Work with cities to identify opportunities to provide services more efficiently

SERVICE SUPPORT

KCIT Human Resource

DESCRIPTION: Establish the optimal work environment for obtaining sustained high productivity, continuous improvement, organizational renewal, and exceptional customer service. Provide a full range of comprehensive human resource management services for employees of KCIT that are critical to KCIT's efforts to attract and retain qualified employees.

INCLUDES

- Employee and Labor Relations:
- ✓ Consultation, Employee Development Activities, Cultural Development, Union Contract Interpretation and Administration, Union Negotiations, Grievances, Feedback/coaching, Performance Appraisals/evaluations, Performance Management Issues, Disciplinary Process, Terminations, Reductions in Force
- Workforce Planning and Staffing Solutions:
- ✓ Organizational Development, Staffing Solution Development & Implementation, Recruitment, Selection, Contingent Workers (Term Limited Temporary, Short Term Temporary, Contract Worker), Temporary Assignments, Equal Employment Opportunity/Affirmative Action and Equity and Social Justice Initiative
- Employment Services:
- ✓ Employee status and pay rate changes, PeopleSoft Administration, Special Duty, Position Analysis, Classification Development, Reclassifications, Wage and Hour/ FLSA, Alternative Work Arrangements, Onboarding/ Off boarding, Background checks, Workplace Harassment and Discrimination, Executive Leave
- Leaves Administration/Job Accommodations
- Complaints/ Investigations
- HR Compliance and Reporting

CONTACTS

Issues/Service Requests: Please contact King County HR staff with a specific HR related issue or service request.

Service Owner:

- KCIT Human Resources Service Delivery Manager: **Christine Ynzunza, 206-263-8015, Christine.Ynzunza@KingCounty.gov**

Escalation: **Bill Kehoe, 206-263-7887, Bill.Kehoe@KingCounty.gov**

COST

- End-User Service allocation based on staffing levels required to provide IT services.

COST DRIVERS & COST SAVING TIPS

- N/A

CUSTOMER RESPONSIBILITIES

All KCIT Employees:

- Come to work on time prepared to perform job responsibilities in a productive and efficient manager
- All employees are prohibited from engaging in any activity or behavior which is inconsistent, incompatible or in conflict with county policies and federal/state laws on such things; discrimination, harassment, or other rules of employee conduct
- Bring issues/concerns to their supervisor; escalate issues to human resources, senior management or appropriate resource

KCIT Managers:

- Manage staff in a way that promotes high performance, employee engagement, and collaboration.
- Involve HR early on performance management concerns, emerging labor issues, organizational development goals
- Actively engages in the hiring process and follows Union, KC, HR, and legal procedures for best practices in hiring
- Is knowledgeable of and follows defined procedures for applicable employment policies and human resources administration

King County Strategic Plan Alignment

Service Excellence:

1c. Improve local service delivery2d. Provide cost effective, accountable, and responsive internal services

Quality Workforce

3d. Promote the use of technology to maximize productivity and efficiency

Central Rates

Central rates represent costs charged by other internal service fund agencies and shared costs of general government expenses. Cost of internal services include charges from central finance, prosecuting attorney, property services, business resource center, risk management, facility management, and IT reorganization bond.

IT Reorganization Bond

This cost is for IT reorganization bond repayment. The IT reorganization was initiated by council proviso in 2005 directing a countywide IT reorganization. This was followed by the Executive recommendation that was approved by the Strategic Advisory Council and the adoption of the recommendation by the County Council in 2006 through motion 12323. The County funded the IT reorganization project with a seven-year bond issued in 2010 with the principal amount of $2.5M.

Countywide Rates:

Enterprise eGovernment

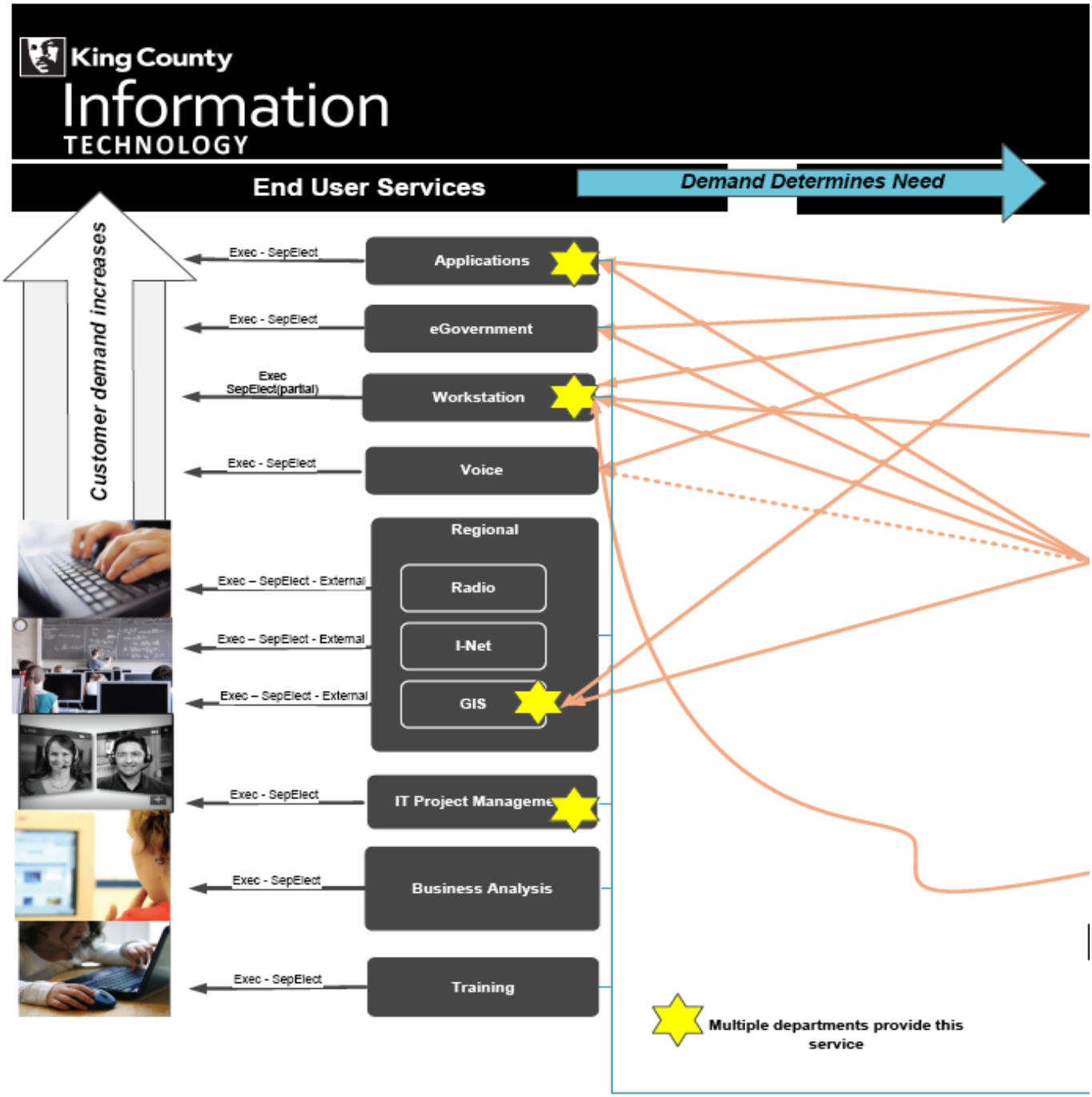
KCIT provides an enterprise eGovernment service that is being billed as a countywide rate. This service provides strategic direction, technical support, and core content management for countywide eGovernment initiatives, including the re-architecture and content migration for KingCounty.gov. This service also researches and implements new digital tools to continually improve end-user public engagement.

Data Center Bond

The County successfully opened its new data center in November 2009 in Tukwila. This state of the art facility is intended to be utilized by all county agencies. The data center build out was funded by a ten-year bond with annual repayment of about $1 M.

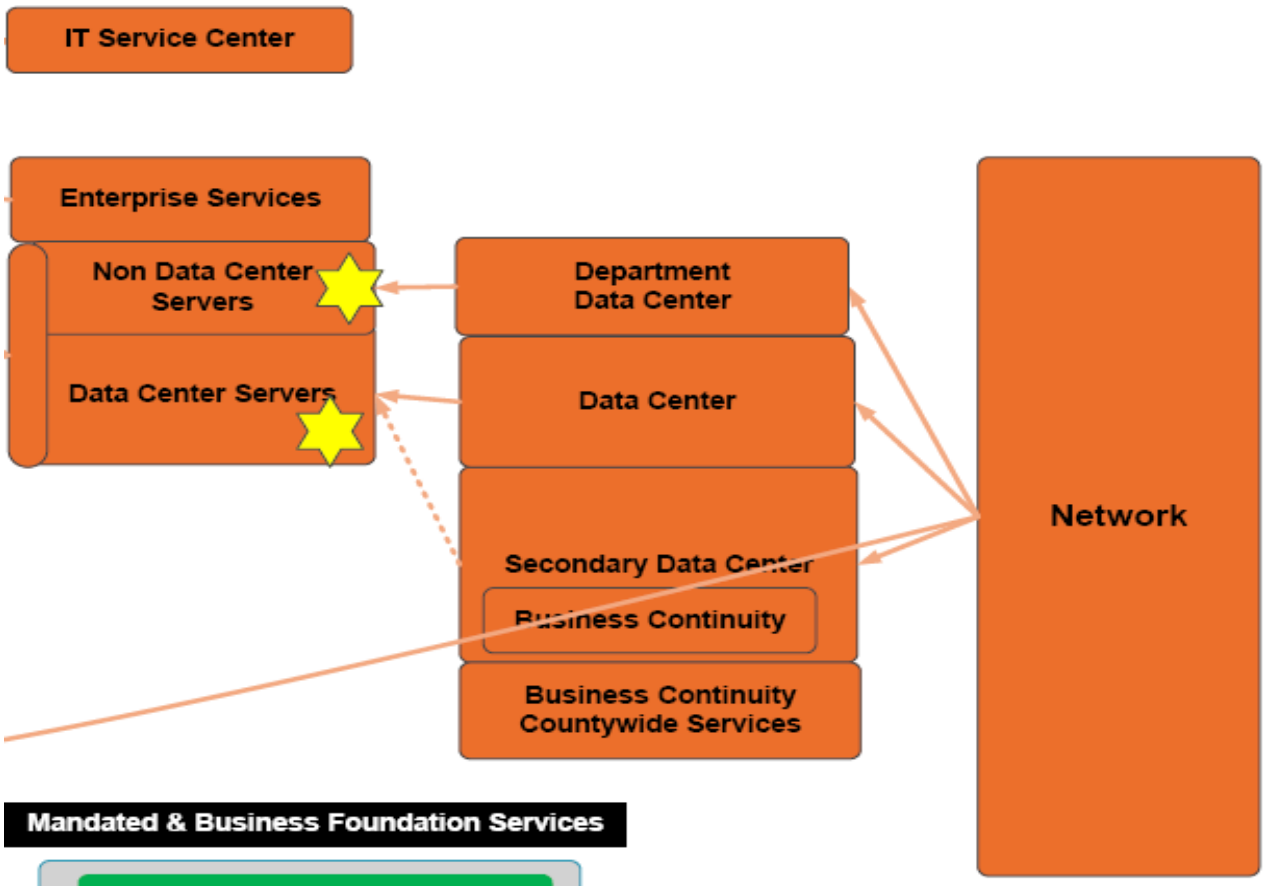
King County
Information
TECHNOLOGY

This chart shows the relationship and dependencies of end-user services that are supported by underlying services



KCIT Service Relationships & Rate Methodology

IT to IT Services



Mandated & Business Foundation Services

IT Mandated Services
- IT Governance
- IT Planning
- IT Security

IT Business Foundation Services
- Enterprise Architecture
- IT Performance Measurement
- PMO Coordination
- CIO Office and Customer Service
- Enterprise E-Gov
- Premier Support

Note: KCIT Business and Finance and Human Resources Services are distributed across all IT Services

http://kcweb.metrokc.gov/oirm/services.aspx

For more information on KCIT and services provided, please visit:
http://www.kingcounty.gov/operations/it/it-services.aspx (Internet)
http://kcweb.metrokc.gov/oirm/services.aspx (intranet)

Our growing portfolio of technology services is the result of an evolving strategy designed by KCIT to align technology with the county's goals as identified in the King County Strategic Plan 2010-2014. We are working in cooperation with county business partners, to keep King County in the forefront by utilizing IT tools to better serve our business customers and the citizens of King County.

KCIT exists to support the business objectives of King County in an efficient, professional, and responsive manner. Our success is predicated upon our ability to enhance our customer's success through our services. As a strategic partner, KCIT is helping meet these challenges by providing significantly improved service delivery and supporting infrastructure, at a better cost, and with reduced risks.

The goal of this service catalog, with target service levels and measures for each service, is to promote accountability, transparency, consistency, and to disseminate timely information to our customers about all KCIT services.

As business needs change, this catalog will be updated on a periodic basis to ensure that service changes are appropriately reflected.

King County
Information
TECHNOLOGY

For information on the King County Strategic Plan, please visit:
http://www.kingcounty.gov/exec/PSB/StrategicPlan/CountyStratPlan.aspx