

HOW WE CHARGE

The Department of Information Technology is primarily a fee-for-service organization. Customers work with their Service Delivery Managers or Separately Elected Agency Liaisons to determine the level of technology services their departments or agencies need.

At the beginning of each biennium budget cycle, KCIT works closely with customers to document the services they require. These services are billed quarterly—and new services may be ordered for an additional charge. During the biennium, customers can make adjustments to their ordered services and a true-up is done annually.

WHICH SERVICES ARE REQUIRED

While most KCIT services are optional, some services are required to maintain and support best-run technology across King County.

KCIT SERVICES	Separately Elected	Executive Branch
Business Analysis	OPTIONAL	OPTIONAL
Business Solutions (BSS)	OPTIONAL <i>Data Center hosting required</i>	REQUIRED
Customer Support (CSS)	OPTIONAL <i>Network connection fee required</i>	REQUIRED
eGovernment	Enterprise REQUIRED	Enterprise REQUIRED
	Agency OPTIONAL	Agency OPTIONAL
IT End-User Training	OPTIONAL	OPTIONAL
IT Project Management	OPTIONAL	OPTIONAL
Regional Services GIS Infrastructure	REQUIRED	REQUIRED
Regional Services Radio, I-Net & GIS	OPTIONAL	OPTIONAL

KEY: ● REQUIRED ○ OPTIONAL

UNDERSTANDING YOUR RATE

A portion of each service’s rate pays for KCIT operations and infrastructure, mandated and business foundation services, and/or central rates and other charges. The breakdown varies depending on the service. Cost of support services such as Human Resources and Finance are spread across all services. Please see each service’s section in this catalog for a detailed rate breakdown.

Rate Breakdown Key*



End-User Services (Fee for Service)

End-user services are traditionally easy for customers to identify. These are the services you use: Business Analysis, Applications (BSS), eGovernment, Project Management, IT Training, Customer Support Services (devices), and Regional Services.

Operations and Infrastructure (IT-to-IT Services)

These services are less visible but equally necessary for the successful delivery of end-user services: maintenance of technology infrastructure, computing platforms, and technical support.

Mandated and Business Foundation Services

Mandated services such as security and governance are required by King County code. Business foundation services include performance management and enterprise architecture, and ensures KCIT provides accountability and transparency.

Central Rates and Other Charges

Central rates represent the costs charged by other agencies and the shared costs of general government expenses, including bonds for the Data Center, mainframe decommissioning, and unified communications.

*Note: percentages have been rounded to the nearest whole number.