King County

Strategic Advisory Council

March 31, 2016 - Meeting Minutes

Attendance:

SAC Internal Members	Organization	Present
Dow Constantine	County Executive	X
Kathy Lambert	County Council	X
Jeanne Kohl-Welles	County Council	X
Laura Inveen	Superior Court	X
Donna Tucker	District Court	X
John A. Wilson	Assessor	X
Dan Satterberg	Prosecuting Attorney	X
John Urquhart	Sheriff's Office	X
Julie Wise	Elections	X
Bill Kehoe	County Information Technology	X
SAC External Members		
Stuart McKee	Microsoft Corporation	X
Greg Semler	Presidio West	X
Michael Mattmiller	City of Seattle	X
Michael Cockrill	State of Washington	X
Jason Weiss	Sound Transit	X
Clint Owens	Splunk	-
Trever Esko	Snohomish County	X
Kevin Flick	NetApp	X
SAC Staff		
Fred Jarrett	County Executive	X
Rhonda Berry	County Executive	X
Sung Yang	County Executive	X
Zlata Kauzlaric	County Information Technology	X
John Klein	County Information Technology	X
Gary Tripp	County Information Technology	X
Kieu Ton	County Information Technology	X
Nicole Maley	County Information Technology	X
Stacy Campbell	County Information Technology	X
Jamie Holter	County Information Technology	X
Eric Weiner	Decision Lens	X

Welcome and Introductions — Dow Constantine — 10:00 AM

King County Executive Constantine, chaired the meeting, welcomed the attendees, and introduced the new SAC members:

- Council member Kohl-Welles
- Julie Wise – Elections Director
- Trever Esko – Chief Information Officer for Snohomish County who left KCIT in February to join Snohomish County
- Kevin Flick – State and Local Government and Education Western States District Manager for NetApp.

The Executive thanked the new members for joining SAC to help guide the King County Strategic Technology direction.

King County Executive Constantine also introduced the alternate attendee and the Executive Leadership Team:

- Judge Inveen is attending for Judge Craighead.
- Fred Jarrett – Senior County Executive
- Rhonda Berry – County Executive
- Sung Yang – County Executive
- Clint Owens, one of our external members, was not available to attend.

King County Technology Awards for 2016 Constantine/Kehoe 10:15 AM

King County Technology Governance members (representatives in the Strategic Advisory Council, Business Management Council, Technology Management Board, and Project Review Board) nominated a number of projects and individuals to receive King County Technology Awards for 2016. They then voted to select a project and an individual to receive the awards for this year.

These technology awards signify the County's success in moving technology forward and providing business value to our customers. They also emphasize the strong partnerships and collaboration between business and technology, essential for successful service delivery.

Executive Dow Constantine and Bill Kehoe recognized the nominees and presented awards to this year winners.

Technology Achievement Award: The nominated projects have generated significant business value to King County and/or residents/region, as described below:

Project and Team	Delivered Value
AFIS – Mobile ID Fingerprinting	King County Regional AFIS serves all police agencies operating within the County. Over 200 devices were deployed to over 900 officers. The handheld fingerprint capture devices give officers the ability to search finger prints against local, state and national databases and receive results in minutes. The process provides the officer with a quick ID confirmation, so that critical decisions can be made to detain or release an individual. This increases the time the officer is on the street.
Government Cloud Computing	Costs for hosting and purchasing of physical servers are avoided by replacing them with virtual servers. The total hosting cost benefit is $2.7M and the total server purchase cost benefit is $1.7M from 2013 to 2015. Moving backup infrastructure from physical tapes to the cloud for offsite storage is projected to result in a cost savings/avoidance of over $150K per year starting in 2016. The Virtual Private Cloud allows agencies and departments to leverage a pay-as-you-go cost model. Under this model, customers are only charged for the time the service is used.
Mainframe Application Migration	Applications and data previously residing on the aging mainframe moved to the County's Windows Server environment. This reduced operating costs from $3.3M to $1M. The mainframe was used for large-volume critical business applications such as property assessments, property tax collection and the management of inmates at King County detention facilities, yet it was running on 1970's technology. Now that the mainframe is off, the risk to the County's key business functions is significantly reduced and the ability to support new business requirements like data analytics is increased. Better information means more options and transparency in decision-making.

Project and Team	Delivered Value
Property Assessment Appeals	King County constituents can now file their property tax assessment appeals online rather than on paper. The overall usage of eAppeals increased from 30% (in 2013) to 54% (in 2014), with the majority of increases being for non-residential appeals.
Roads Comprehensive Asset & Maintenance Mgmt	Department of Transportation Roads Services replaced paper-based service requests and work orders for its "boots on the ground" maintenance with a state-of-the-industry, Geographic Information Systems centric asset management system. Business process efficiencies are estimated to be saving $1.2M per year in cost avoidance; reducing the lag time between receiving and communicating customer service requests from days to minutes.
Unified Communications	The functionality of the County voice PBX technology that is 20 years old is replaced with Microsoft's Lync. The PBX system was no longer supported by the vendor; Countywide voice outage would have significantly interrupted the County business operations. Tangible savings of $2.5M will start in 2017 upon completion of the project. Over 11,000 employees in 200+ locations are now on Lync/Skype4Business. On-going efficiency savings are realized with video conferencing: every time a video meeting occurs and staff does not have to travel to the meeting. Savings are also realized with instant messaging and the integration of voice mail to email that provides a more efficient integrated communication for County employees and external customers.

- **AFIS – Mobile ID Fingerprinting project** received the 2016 Technology Achievement Award *"For the successful delivery of this advanced technology for King County Sheriff's Office and all police agencies operating within the County, and greatly contributing to overall improved public safety."*

Technology Champion Award: The nominated individuals have been recognized for their vision, leadership, support and efforts in advancing the County's technology. They are:

Individual	Vision and Leadership
John Toone	John Toone's thought leadership in the area of Intelligent Transportation Systems (ITS) is recognized throughout the agency and in national ITS forums. He led the initial design of an architecture for Metro's RapidRide network, which enabled the customer amenities and operational enhancements that have made this service so successful – increasing ridership over 43% on the routes that historically served these corridors. Metro's customers have responded enthusiastically to real time information, off-board fare payment, and improved travel times on these bus rapid transit routes. John was a pioneer in the development of Transit Signal Priority and developing collaboration between transit and traffic management disciplines. He continues to spearhead transit initiatives to innovate and deploy forward-thinking technologies to benefit the residents of King County.
Josephine Wong	For her work and commitment to improve the homeless management information system (HMIS), commonly known as Safe Harbors, including: Successful transition of Safe Harbors from City of Seattle to King County; Transition from an underperforming vendor to a new vendor to perform HMIS administration services. The data show that in 2015 alone, over 10,000 people experienced homelessness on any given day, and nearly 40 percent were unsheltered. Given the County's role in regional housing and human services, King County expects to yield strong benefits for DCHS work and for the community.
John Wilson	For his innovative, forward thinking in using mobile technology and public-facing solutions that enhance customer service while driving down costs, including: Improved Assessor's website to increase traffic 10-fold to nearly 4 million page-views a month; Best-in-class mobile iPad application for field data collection that annually saved hundreds of thousands of dollars in avoided costs; Online property tax appeals service that, after two years in use, is at close to 60% of all appeals filed; Leadership and support for Assessor's application migration from the mainframe.
William Hayes	For his leadership in sponsoring the implementation of several key technology enhancements in DAJD, including: DAJD applications migration from the mainframe; Inmate video visitation; Replacing inefficient, manual business process with a web solution for DAJD employee access from work or home to manage requests for leave, overtime and annual assignment and transfer preferences; rollout of Skype4business.

- **Josephine Wong** received the 2016 Technology Champion Award "*in appreciation for your work, leadership and commitment to improve the homeless management information system (HMIS), known as Safe Harbors, and increasing the County's advancements in regional housing and human services."*

New this year is the partnership award. One of the County's strategic goals is Regional Collaboration. Strategic Advisory Council supports this goal through our external members from public and private sector. The County wants to recognize and thank our regional partners.

- **Stuart McKee** received the 2016 Technology Partnership Award "*in appreciation for your continuous commitment to State and Local Governments issues and for your 14 years of continuous, dedicated service on the King County Information Technology Strategic Advisory Council."*

1. Recap of March 2015 Meeting Kehoe 10:20 AM

The County Chief Information Officer (CIO), Bill Kehoe, introduced the major discussion points:

Progress on our Strategic Technology Plan:
At March 2015, we endorsed a progress report on our strategic technology plan for the period 2013-2015. We made great progress as planned in all areas: Service Maturity; e-Gov; Mobility; Modernization of Infrastructure; and Applications.

Strategic Technology Plan is fully aligned with King County Strategic Plan.

Bill discussed the following outcomes of 2013-15 Strategic Technology Plan:

- **Maturity:**
  - Organizational alignment to service model
  - Staff Development
  - IT Industry disciplines
  - Capacity Building
  - New competencies – Business Analysis, Enterprise Architecture, Quality Assurance
  - Continuous service improvement

- **Modernization:**
  - Foundational Infrastructure
  - Cloud Journey
  - Network / wireless upgrades
  - Standardization
  - Application and Project Portfolio

- **Mobility:**
  - Network enable anywhere access
  - Extending through wireless
  - Collaboration platforms in place
  - Personal devices while protecting data
  - Mobile workforce
  - Skype for Business

- **e-Gov:**
  - Web upgraded – device aware
  - Social Media channels expanded
  - User centric Internet page
  - Intranet SharePoint
  - E-Commerce applications

- **Security:**
  - Identity and Access Management
  - Employee Awareness
  - Data protection, Network security, Cyber security

2. Strategic Technology Plan John Klein 10:35 AM

King County Information Technology Strategic Planning Manager, John Klein, introduced the major objectives for the new plan:

2016-18 Strategic Technology Plan:

- **King County Strategic Goals and Objectives:**
  - Civic Engagement – leverage IT as a channel to increase the opportunities, convenience and audience engaging with KC government
  - Workforce Empowerment - Employees effectively using IT tools to continuously improve their business processes
  - Data Focused - Better utilize data to understand the current situation, analyze opportunities, measure results, and make initial and corrective decisions
  - IT Mobility - Free citizens and employees to interact and transact business when and where most appropriate and convenient
  - Effective Digital Systems - Increase the value to customers by providing high quality digital systems that better meet their needs using standard components and continuous process improvement

- **Other Considerations**
  - Capabilities departments & agency need, obstacles, and opportunities
  - Completion of last strategic information technology plan
  - IT industry direction and opportunities
  - Objectives where IT can add most value across enterprise

SAC Action: The SAC members in attendance unanimously endorsed the major strategic objectives and a draft of 2016-18 Strategic Information Technology Plan.

3. Investment Criteria - Prioritization Zlata Kauzlaric 11:00 AM

King County Performance, Strategy and Budget Office (PSB) and King County Information Technology (KCIT) are collaborating to implement a pilot for the vendor SaaS (Software as a Service) solution Decision Lens (DL).

This pilot began in January 2016 and will end in August 2016.

The pilot will be used to evaluate proposed projects for the 2017 – 2018 budget cycle. The criteria and definitions developed during this pilot will be used to prioritize project requests based on the identified key business drivers/goals for 2017 – 2018.

Transparency - The process improvement has two major goals:

- Have a greater involvement of stakeholders countywide in decision making
- Increase transparency of how decisions are made.

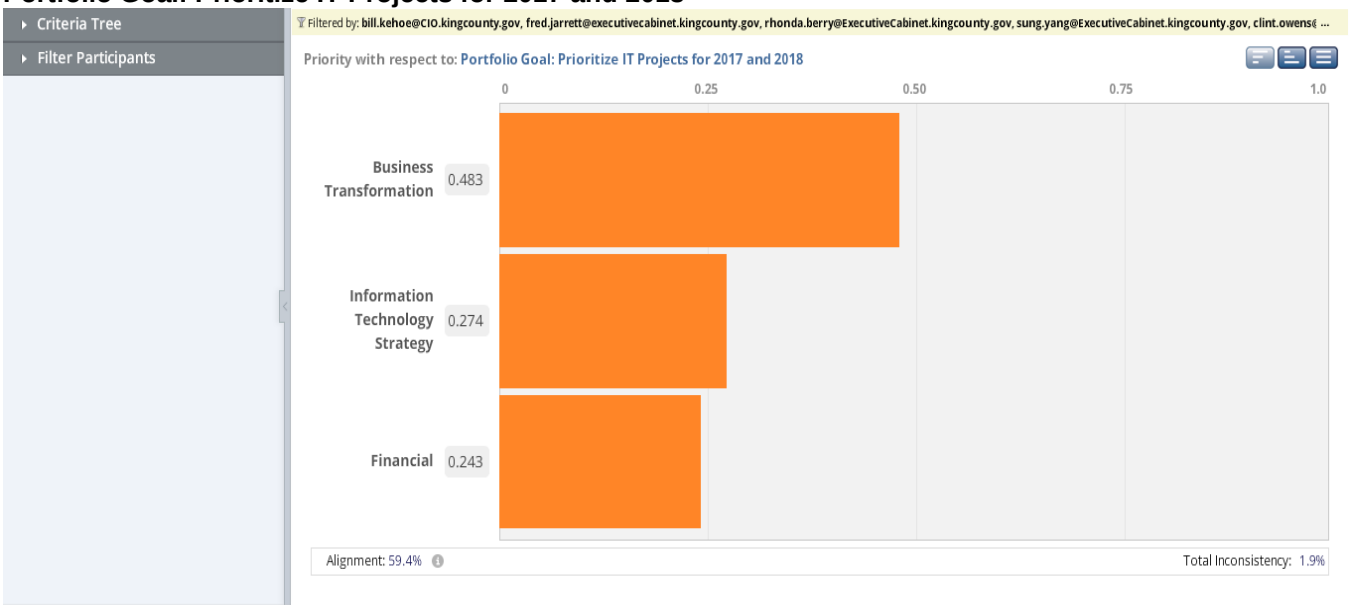
This effort contributes to King County strategic goals of *best run government*.

Collaborative decision making – over 70 stakeholders countywide:

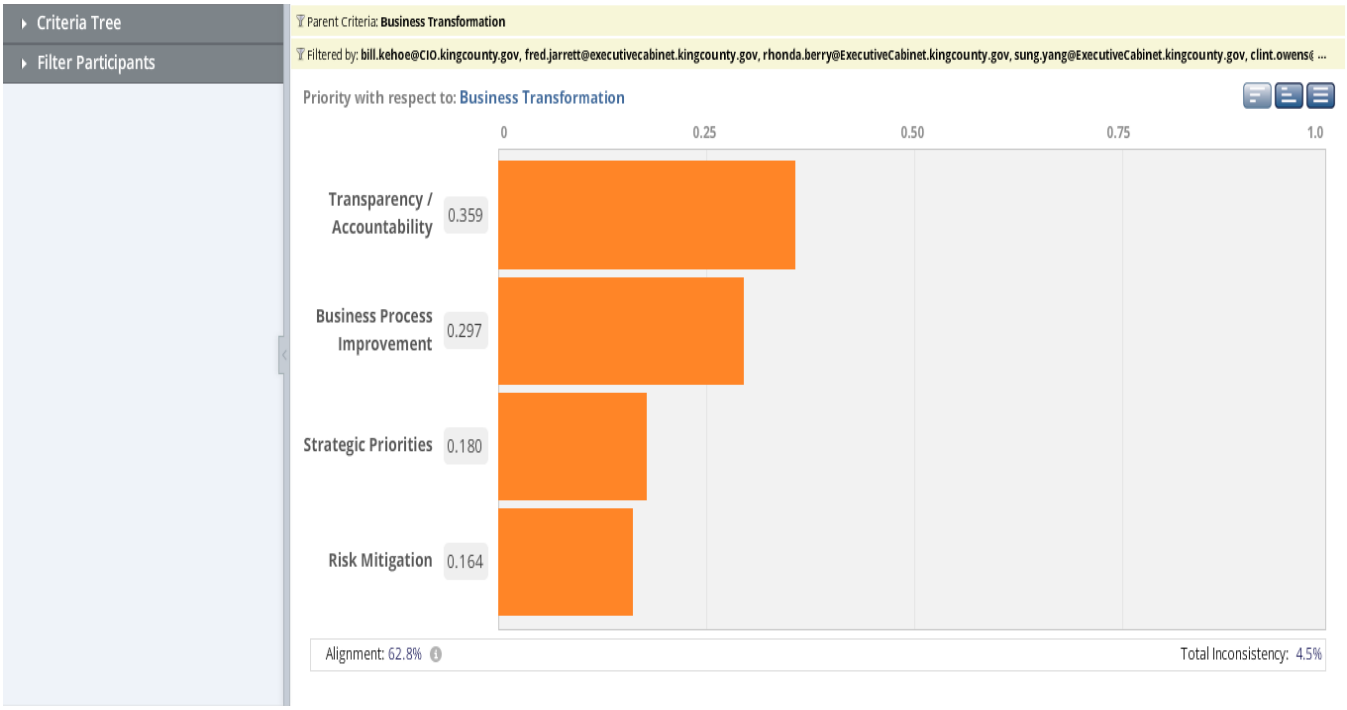
- Technology Management Board
- Business Management Council
- Executive Cabinet
- Strategic Advisory Council.

The investment criteria have been developed by King County Office of Performance and Strategy (PSB) and KCIT.
Members of Technology Management Board and Business Management Council reviewed the criteria and provided valuable feedback that was implemented as feasible.

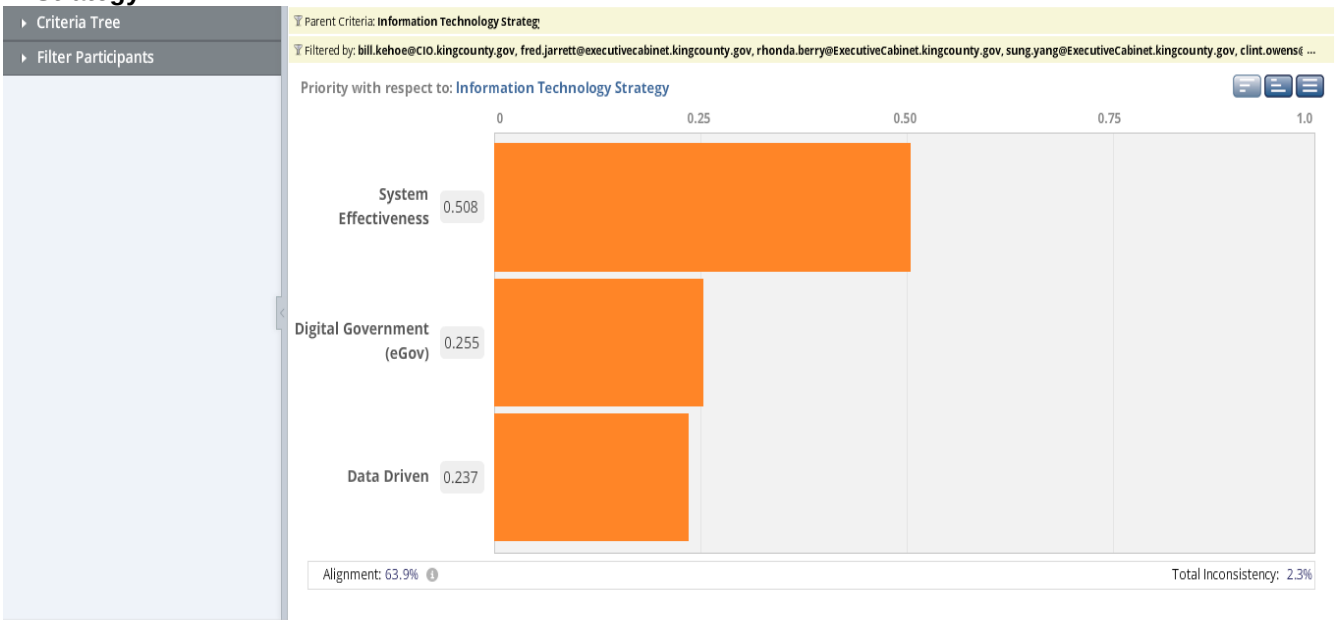
Portfolio Goal: Prioritize IT Projects for 2017 and 2018



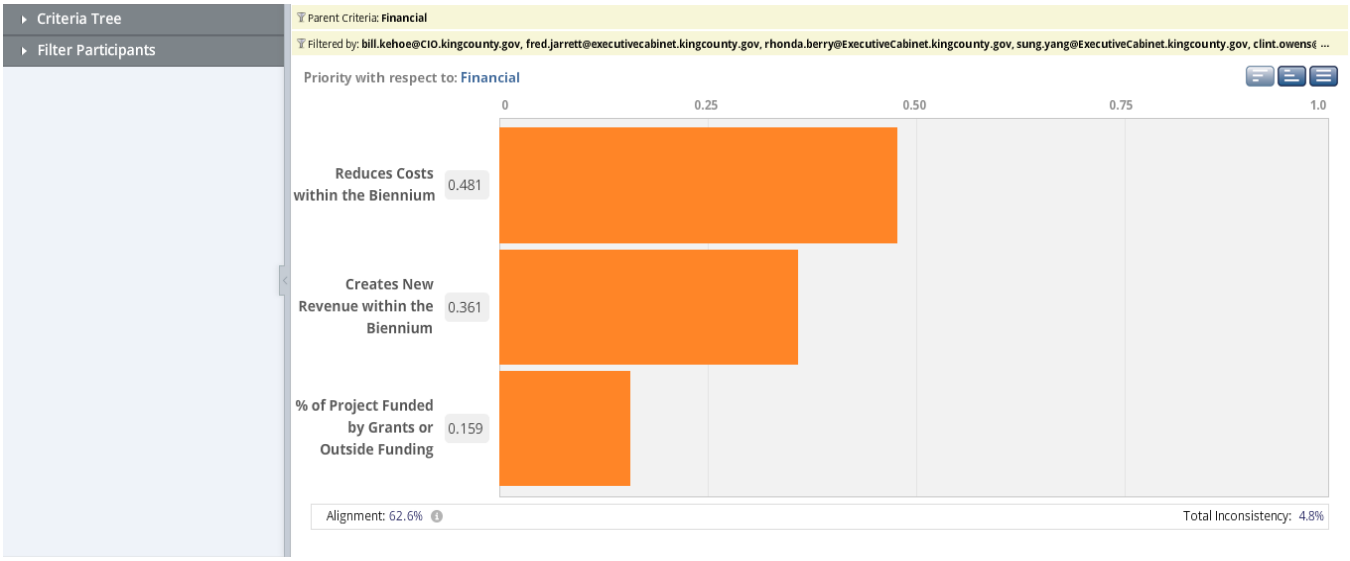
Business Transformation



IT Strategy



Financial



This collaborative decision making that we have experienced today is a good example on how we all can contribute to our goals of continuous service improvement, best run government and increased transparency, with technology helping facilitate the process. The data points coming out of this process will help us in our decision making.

Adjourn Bill Kehoe 12:00 PM