



# STRATEGIC ADVISORY COUNCIL

The meeting will begin shortly.



#KCSAC2020



# King County Employees

*Serving Communities, Supporting Our Employees,  
Working with our Partners*





Let's get started

# Introductions



**Tanya Hannah**

**KING COUNTY  
CIO**

SAC Members

# King County



**Dow Constantine**

King County  
Executive SAC Chair



**Tanya Hannah**

King County  
Chief Information Officer



**Kathy Lambert**

King County  
Councilmember



**TBD**

King County  
Councilmember

# King County

SAC Members



**Mitzi Johanknecht**  
King County Sheriff



**Jim Rogers**  
King County Superior Court  
Chief Presiding Judge



**Dan Satterberg**  
King County  
Prosecuting Attorney



**Susan Mahoney**  
King County District Court  
Chief Presiding Judge



**John A. Wilson**  
King County  
Assessor



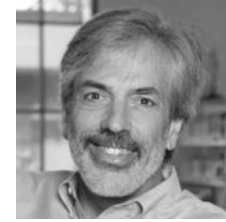
**Julie Wise**  
Director, Elections

# Private & Public Sector

SAC Members



**Saad Bashir**  
City of Seattle  
CTO



**Jed Moffitt**  
King County Library System  
Director, Information  
Technology Services



**Jason Weiss**  
Sound Transit  
CIO



**James Weaver**  
State of Washington  
CIO



**Viggo Forde**  
Snohomish County  
CIO



**Mark Ronaldson**  
Amazon Web Services  
Senior Sales Manager



**Michael Mattmiller**  
Microsoft  
Director of  
Government Affairs



**Gretchen Peri**  
Slalom  
Practice Director



# Opening Remarks



**Rachel Smith**

**KING COUNTY**  
Deputy Executive

**Making King  
County a  
welcoming  
community  
where every  
person can thrive**





# Today's Agenda



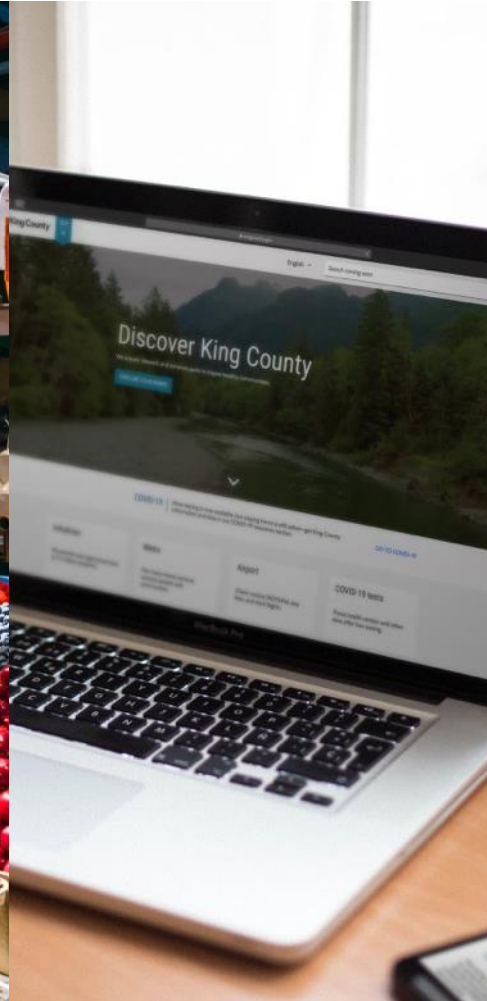
- 10:00** Welcome & Introductions
- 10:05** Opening Remarks
- 10:10** Tech Awards
- 10:20** Recap October 2019 Meeting
- 10:25** Service Delivery in Disruptive Times
- 11:15** Spotlight: Cybersecurity & Privacy
- 11:45** Final Comments
- 12:00** SAC Virtual Social



# Technology Awards



**Connected  
Communities**



**Connected  
Data**



**Connected  
Government**



# Tech Awards Nominees

**These 15 nominated projects advance KC Strategic Goals of:**



Public  
Safety



Healthy  
Environment/Climate



Equity



Economic  
Vitality



Mobility

# Tech Awards Nominees

Dept of Assessments / Dept of Executive Services / KCIT: Senior Property Tax Exemption

Department of Community and Human Services:  
Client Outcome Reporting

Department of Executive Services  
Records and Licensing: For-Hire License

KCIT King County Connects Mobile App: Report Noxious Weeds

Metro: Vehicle Telematics for Transit Coaches

Department of Natural Resources and Parks:

- Mobile Tech Asset Validation for Wastewater Treatment
- Local Hazardous Waste Management Website
- Mobile Tech Checklists at Wastewater Treatment Plants
- Roadworks Catch Basin Data Innovation
- Parks Operations SharePoint

Prosecuting Attorney Office/KCIT:  
Database Build – Law Enforcement Assisted Diversion (LEAD)

Department of Public Defense:  
Client Text Message Service

Department of Public Health:  
Medical Examiner Office Case Management

Sheriff's Office / Prosecuting Attorney Office / Dept of Public Defense / KCIT: Digital Evidence

Sheriff's Office:  
Records Management



# Technology Award

Presented to:

## Digital Evidence

King County Sheriff's Office and Sheriff Johanknecht; King County Prosecuting Attorney's Office and Dan Satterberg; Department of Public Defense and Anita Khandelwal; KCIT and Tanya Hannah

For helping make our communities safer by providing criminal justice agencies a better way to store and share data

<https://www.youtube.com/watch?v=PPPp2K-QEPg#t=2m30.5s>





# Technology Award

Presented to:

## **Senior Property Tax Exemption**

Department of Assessments and John Wilson;  
Department of Executive Services and Caroline Whalen;  
KCIT and Tanya Hannah

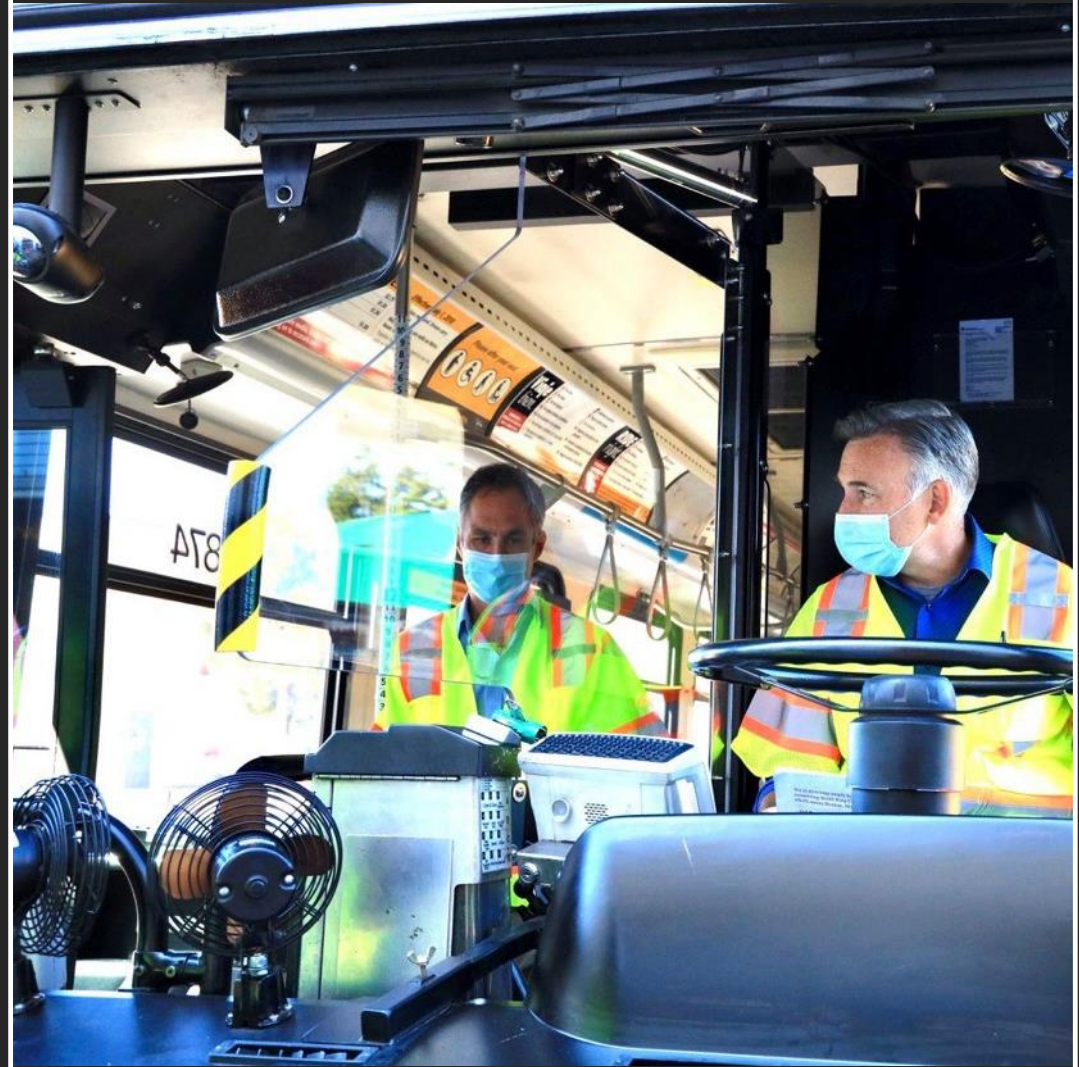
For improving tax equity in our  
communities by providing an on-line  
portal for seniors and disabled to  
apply for tax relief.





# CIO Award to King County

**COVID Response**  
Rising to the challenge





Let's recap

# October 2019 SAC Meeting



**Zlata Kauzlaric**

**KING COUNTY**  
IT Governance Manager

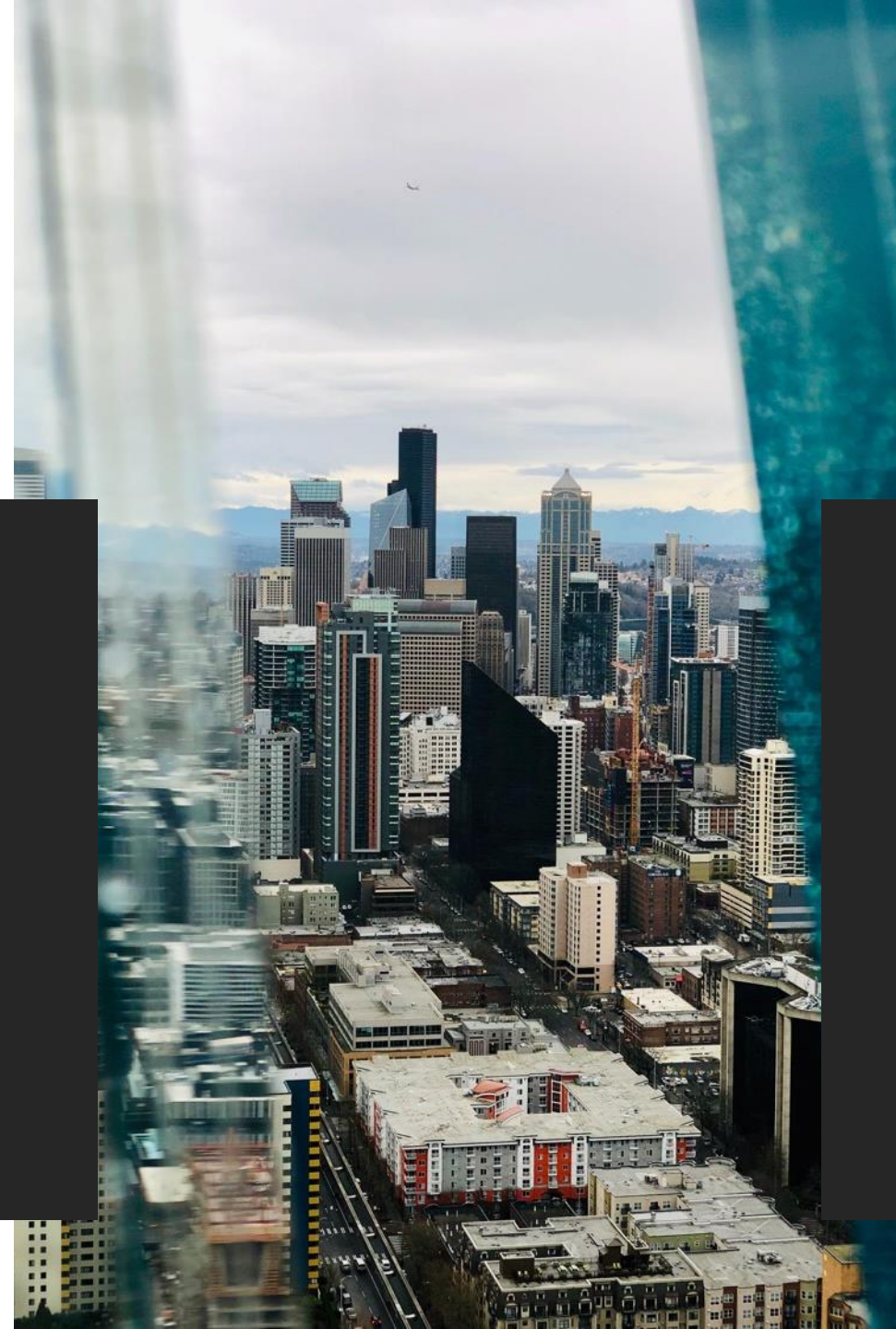


# Strategic Plan & Vision

“The communities we serve, the employees we support, and the partners we work with benefit from responsive government that is customer centric. Improving service delivery, increasing transparency and reducing complexity will help county departments, agencies and employees better deliver upon the reasons why government exists.”

Tanya Hannah

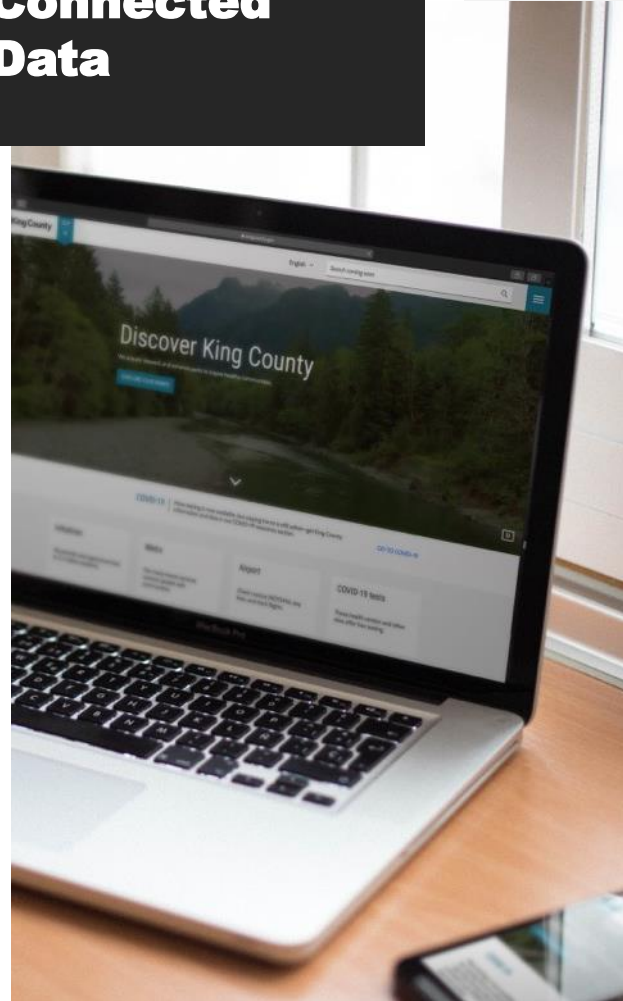
# GetInspired



## Connected Communities



## Connected Data



## Connected Government



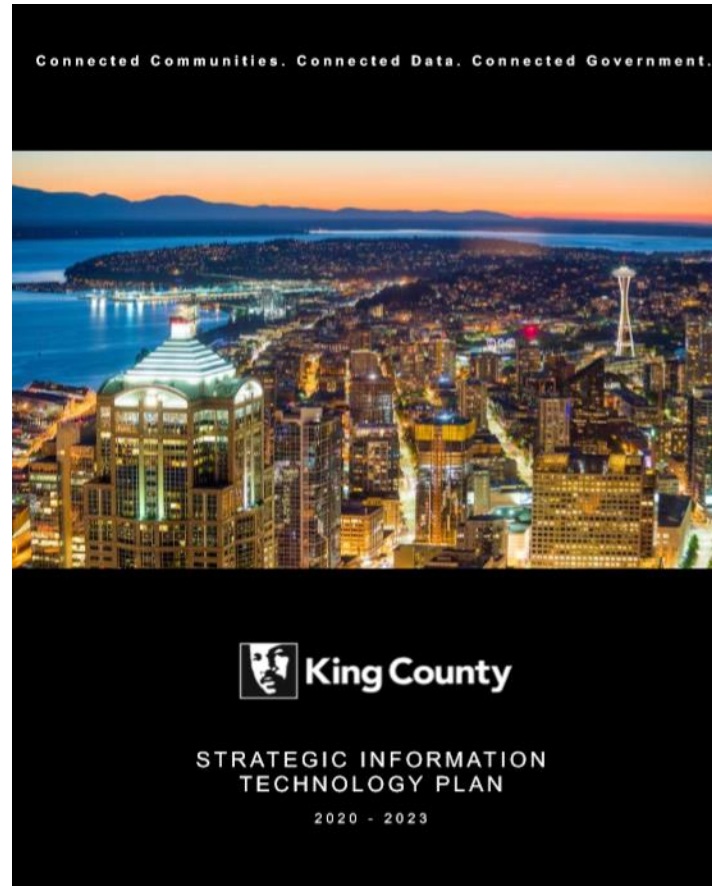
# SAC Action

## Adoption of 2020-2023 Tech Plan Strategic Objectives and Outcomes

Connected Communities

Connected Data

Connected Government



## Acknowledgements



Strategic Advisory Council  
Business Management Council  
Technology Management Board  
Agency and department volunteer representatives  
Department of Information Technology

### Public Sector Partners



Office of the CIO



Office of the CIO



City of Seattle

### Private Sector Partners



### Community Members

1,115 participants in an on-line forum



Strategic Tech Plan 2020–2023

# Service Delivery in Disruptive Times



**Tanya Hannah**

KING COUNTY  
CIO

**“Do the best you can  
until you know better.  
Then, when you know  
better, do better.”**

Maya Angelou



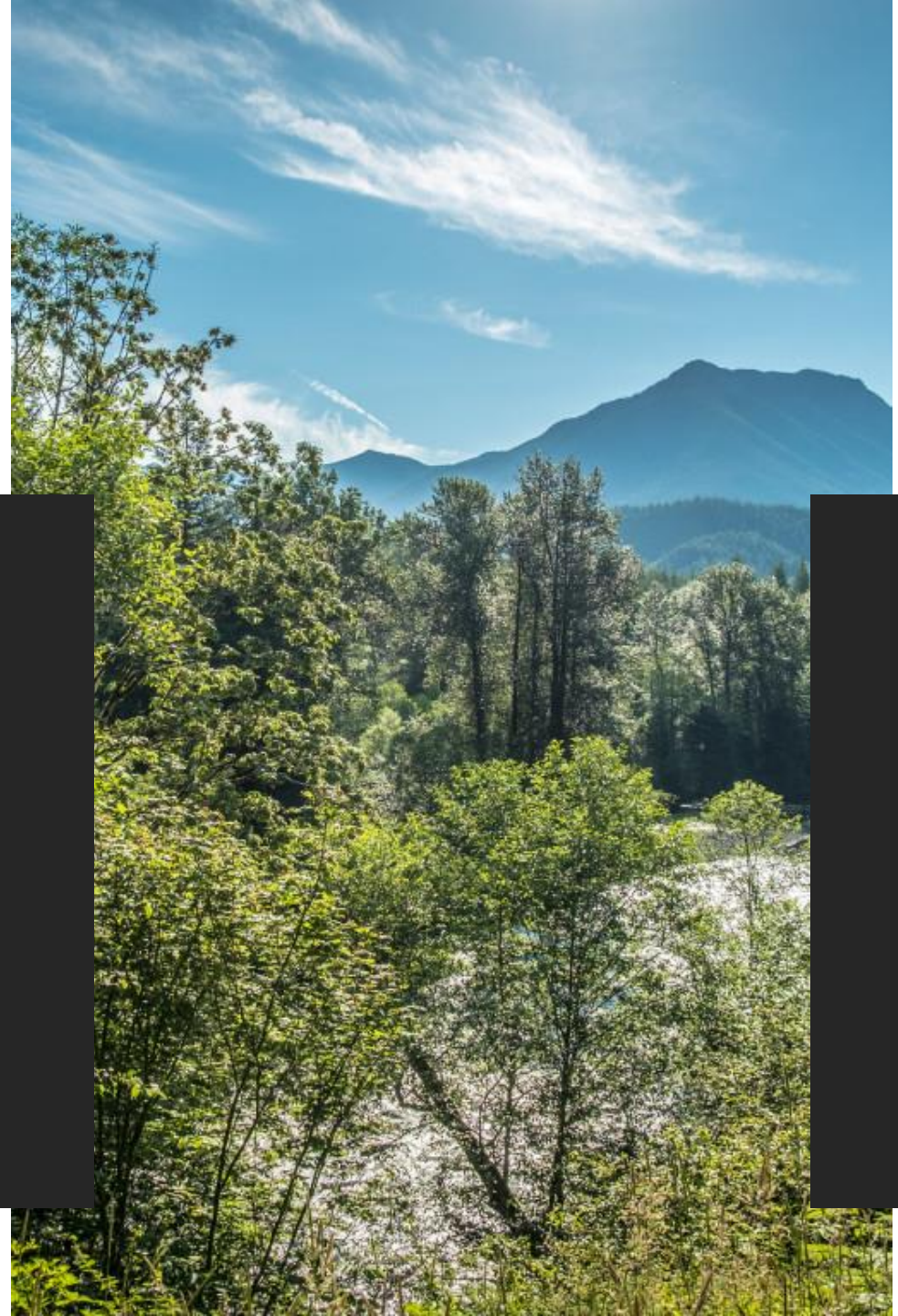


# Sharpening Our Narrative

Connected Communities

Connected Data

Connected Government



# Service Delivery in Disruptive Times



**Weather**



**Pandemic**



**Current  
Events**



**Economic  
Fallout**



**Elections**



# **Poll for All Meeting Attendees**

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How relevant has technology been for you  
and your customers this year?



# Tech is woven into the fabric of our lives

- We had a great vision
- We've accomplished a lot and quickly
- There is still more to do and challenges to overcome



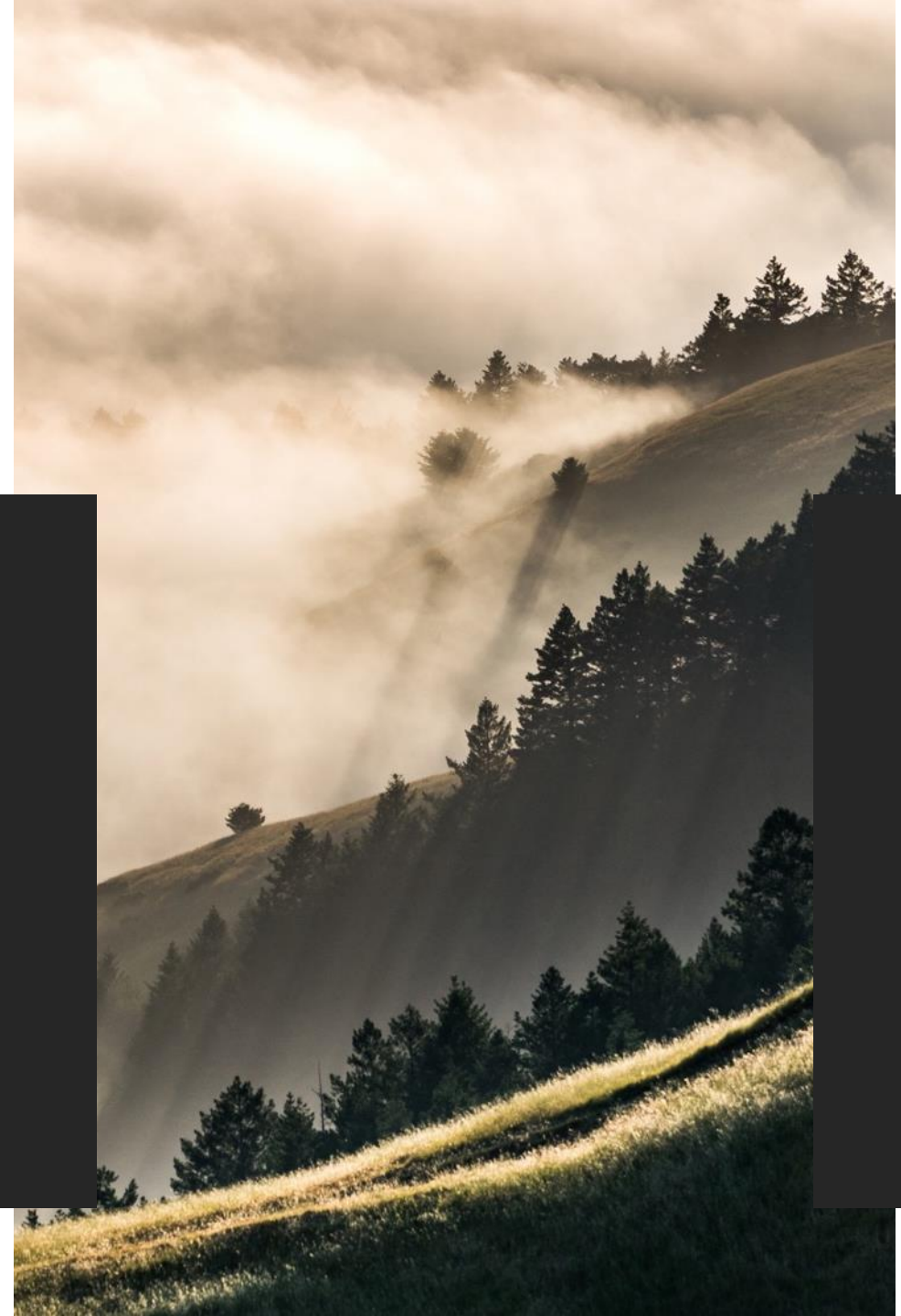
# **Vision:**

Making King County a welcoming community where every person can thrive.

**Connected Communities**

**Connected Data**

**Connected Government**



# IT Strategic Goals Enable King County Goals



**Best Run  
Government**



**Best Starts  
for Kids**



**Climate  
Change**



**Equity & Social  
Justice**



**Regional  
Mobility**

## Realizing the Future

SAC October 2017

 King County  
**Information  
TECHNOLOGY**  
Office of the Chief Information Officer



# Accomplishments

## Connected Data

- COVID-19 Data Dashboards
- Digitize HR processes
- Electronic document management
- Improvements in 911 call information to track COVID-19 issues and call response

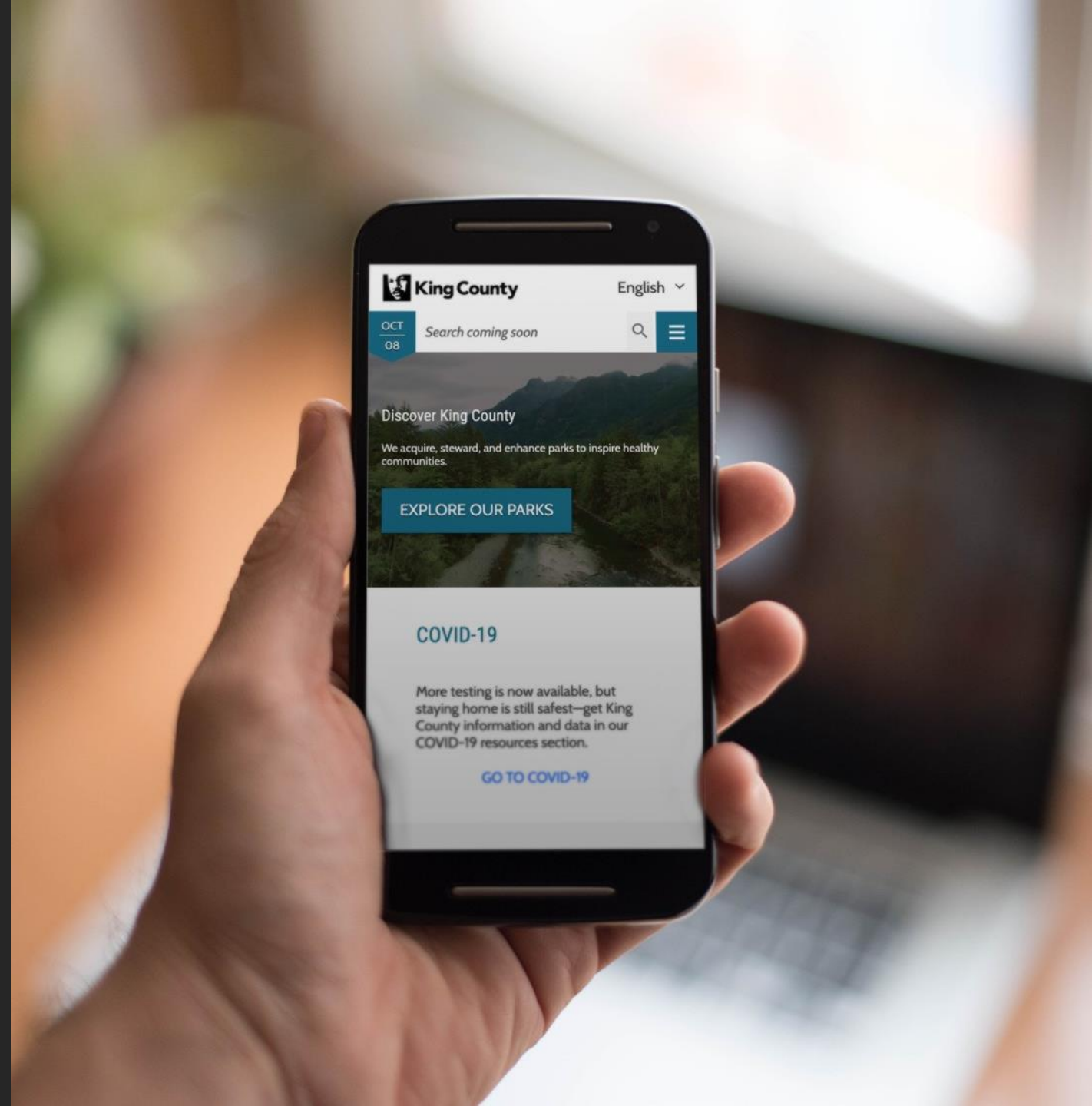


# Accomplishments

## Connected Government

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- New KC.gov designed around user needs
- Transitioning employees to remote work
- Multi-channel virtual assistant (voice, web, text, social)
- End-to-end online services:
  - Permitting, Virtual Inspections, Virtual Courts, Telehealth, etc.
- Co-locating customer service



# King County's Future

- Racism as a public health crisis
- Health through housing
- Broadband/Digital equity
- Combined Customer Service Counter
- Electric battery bus & intelligent charging
- E-commerce payments
- Privacy
- Going paperless
- And more ...





**More  
work  
to do ...**

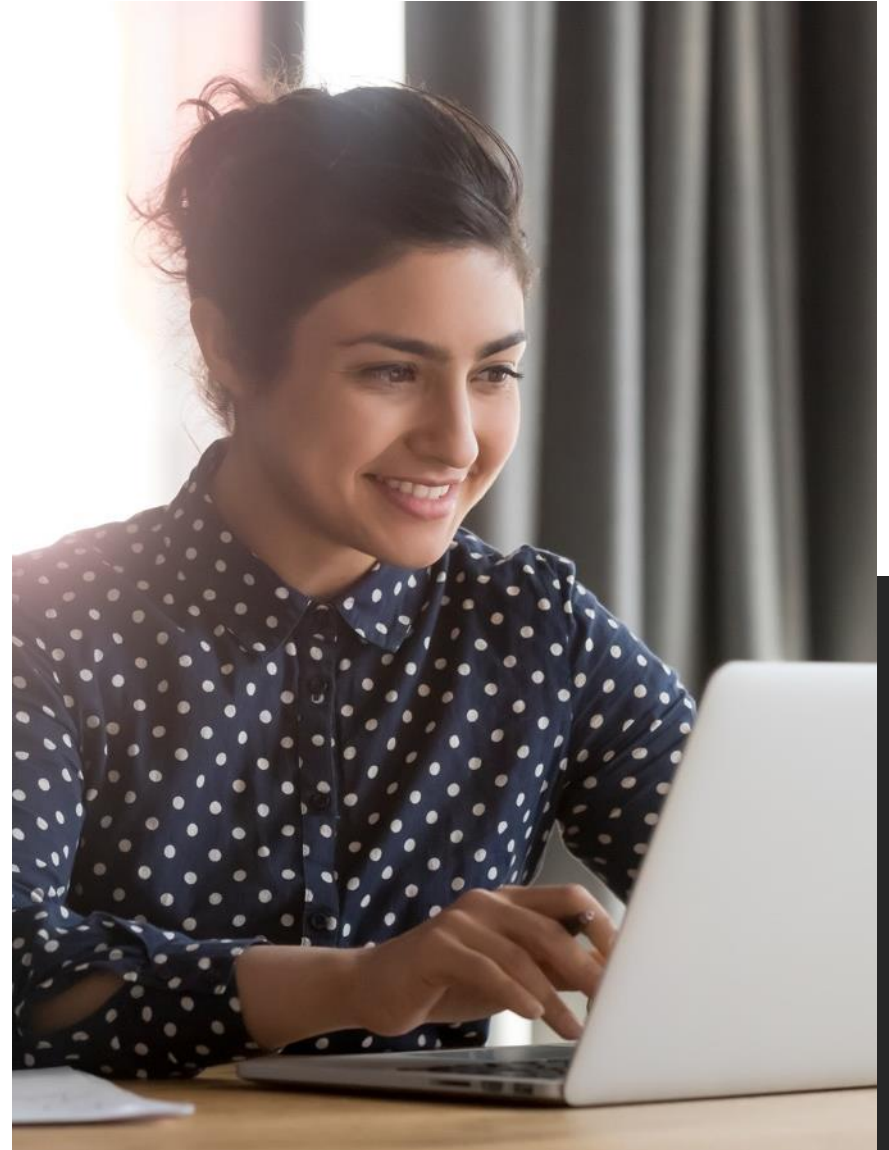


# Your Advice – What is possible?

**What are we missing?**

**External Members:** What are you seeing in your industries, from other clients or peers to help inform our plans and to address gaps?

**Internal Members:** Where are there areas to focus on to support your businesses?



# **Break Out Groups**

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Reimagining Government  
in Disruptive Times

A woman with dark hair tied back, wearing a dark blue shirt with white polka dots, is sitting at a desk and smiling while looking at a laptop. The background is a softly lit office space with vertical blinds. The text 'SAC Input & Advice On Service Delivery' is overlaid in large, bold, white font across the center of the image.

# **SAC Input & Advice On Service Delivery**

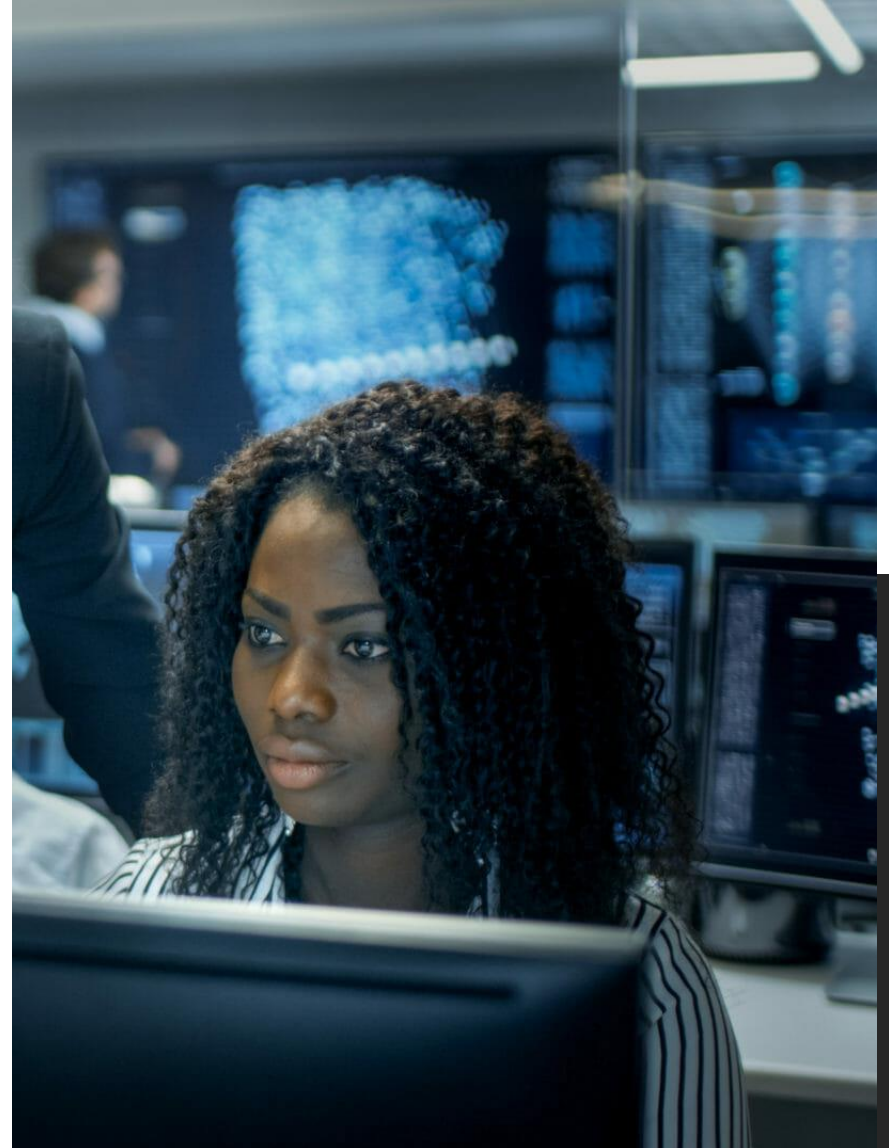


# **Spotlight: Cybersecurity & Privacy**

# Cybersecurity – Relevant More Than Ever

**Threats: pandemic, unemployment,  
protests**

- Increasing On-line services for our communities
- Increasing support to vulnerable communities
- Changing workplace & remote workforce
- Supporting employees as they adjust to changing ways they do their work
- Increasing collaboration with our business partners as they address these challenges in their organizations – we are in this together!
- Increases in ransomware targeting state and local governments





How we are responding in King County

# Cybersecurity & Privacy



**Mike Kaser**

**KING COUNTY**  
Chief Security & Privacy Officer

## Pandemic Response



- Supporting County agency initial response activities
- Targeted High Priority Initiatives to support security and compliance with a remote workforce
- Assessing how COVID-19 has impacted our risk and compliance environment
- Leveraging our private sector partners to evaluate how we can reorient how we manage our laptops/endpoints from anywhere

## Security Strategy Gap Initiatives



Security Strategy and Maturity Model. Identify gaps and prioritize initiatives. Examples:

- Vulnerability Management
- Phishing Simulations
- Governance, Policies & Standards
- Data Governance and Loss Prevention
- Security Operations
- Asset Management

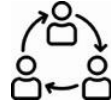
## Privacy



- Hired Privacy Program Manager
- Assessment of current state; governance, maturity assessment, regional/state counterparts
- Compliance requirements and legislative headwinds
- Collaboration with key stakeholders and leaders
- Privacy Impact Assessment tools and workflows



## Regional & State Collaboration



- Meetings with Security Officers from cities/counties in WA
- Ongoing collaboration with WA State Chief Information Security Officer
- Potential collaboration with WA State CIO
- Participation in MS-ISAC, EL-ISAC, ACCIS Board and Security SIG/Committee

## Employee Awareness



- New security awareness training
- Phishing simulation program
- Regulatory training requirements and standards
- Telecommuting guidance for securing work from home

## Policies/Standards Charter Oversight



**Policies & standards** for adoption in Q4/2020

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**Charter** – Formalizes roles and responsibilities to include:

- Sep Elected IT Managers as Security Officers for their agencies
- HIPAA, eBusiness Steering Committee, CJIS, Public Records Committee

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**Oversight:** regulated data, privacy, data sharing, essential services, critical infrastructure

**Cybersecurity  
and privacy are  
more relevant  
than ever**



# Your Advice

**SAC Members:** What cybersecurity and privacy threats do you see and what else should we be doing?




# Break Out Groups

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## Cybersecurity

What cybersecurity and privacy threats do you see and what else should we be doing?

A top-down view of a person's hands typing on a silver laptop keyboard. The person is wearing a white long-sleeved shirt with a black bear pattern. The image is overlaid with a dark, semi-transparent filter. Centered over the keyboard is the text "SAC Input & Advice On Cybersecurity and Privacy" in a bold, white, sans-serif font.

# **SAC Input & Advice On Cybersecurity and Privacy**

# **SAC Members**

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Round Table Final Comments

A wide-angle photograph of the Seattle skyline at sunset. The city's buildings are illuminated with a warm, golden light, and the Space Needle is visible on the left. In the foreground, a white ferry with a dark hull is moving across the water, leaving a white wake. The sky is a mix of blue and orange, with a few wispy clouds and a small crescent moon visible in the upper right. The text "DISCOVER KING COUNTY" is overlaid in the center in a white, sans-serif font.

# DISCOVER KING COUNTY

# THANK YOU

SAC Virtual Social Hour to Follow



**#KCSAC2020**