

10.20.17

Strategic Advisory Council Meeting

October 20, 2017

1:00 p.m. – 3:00 p.m.



#KCSAC2017

SAC Members and Executive Leadership

Industry Members

Jason Weiss - CIO, Sound Transit
Stuart McKee – NTO U.S. Public Sector, Microsoft
Clare Pedersen – Former Director, Slalom

Other Governments

Michael Cockrill - CIO, State of Washington
Michael Mattmiller – CTO, City of Seattle
Trevor Esko - CIO, Snohomish County

Executive Leadership

Fred Jarrett – Senior Deputy Executive
Mike Fong – Chief Operating Officer
Rob Gannon – DOT Transit General Manager

King County Officials

Dow Constantine - SAC Chair, KC Executive
Laura Inveen - KC Superior Court Presiding Judge
Tanya Hannah - KC Interim Chief Information Officer
TBD - KC Council
Kathy Lambert - KC Council
Dan Satterberg - KC Prosecuting Attorney
Donna Tucker - KC District Court Presiding Judge
John Urquhart - KC Sheriff
John A. Wilson - King County Assessor
Julie Wise - Director, Elections

Dow Recognized Bill for his Service



Opening Remarks

Meeting Objective: Dialog with SAC Members

Brief Updates

Open Discussion

Takeaways: SAC Advice
















Today's Agenda



Information



Advice

Purpose	Topic	Lead	Time
	Welcome and Opening Remarks <ul style="list-style-type: none">• Introductions	Michael Fong	1:00
 	IT Governance in King County / Purpose of SAC	Zlata Kauzlaric	1:15
 	Review Progress on SAC Motions from the last 3 – 5 years	Zlata Kauzlaric	1:25
 	IT Strategy Update <ul style="list-style-type: none">• Data• Effective Digital Systems• Mobility• Workforce Empowerment (discuss at Q1/2018 meeting)• Digital Civic Engagement (discuss at Q1/2018 meeting)	Aaron Barak	1:35
 	Voice of the Customer	Tanya Hannah	2:00
 	Digital Transformation Projects <ul style="list-style-type: none">• Important project success considerations	Sharon Potts	2:25
 	Round Table: Final Comments? Topics for March 2018 SAC?	Michael Fong	2:50

IT Governance in King County

Presenter: Zlata Kauzlaric

IT Governance: Maximizing Business Value

Governance Disciplines

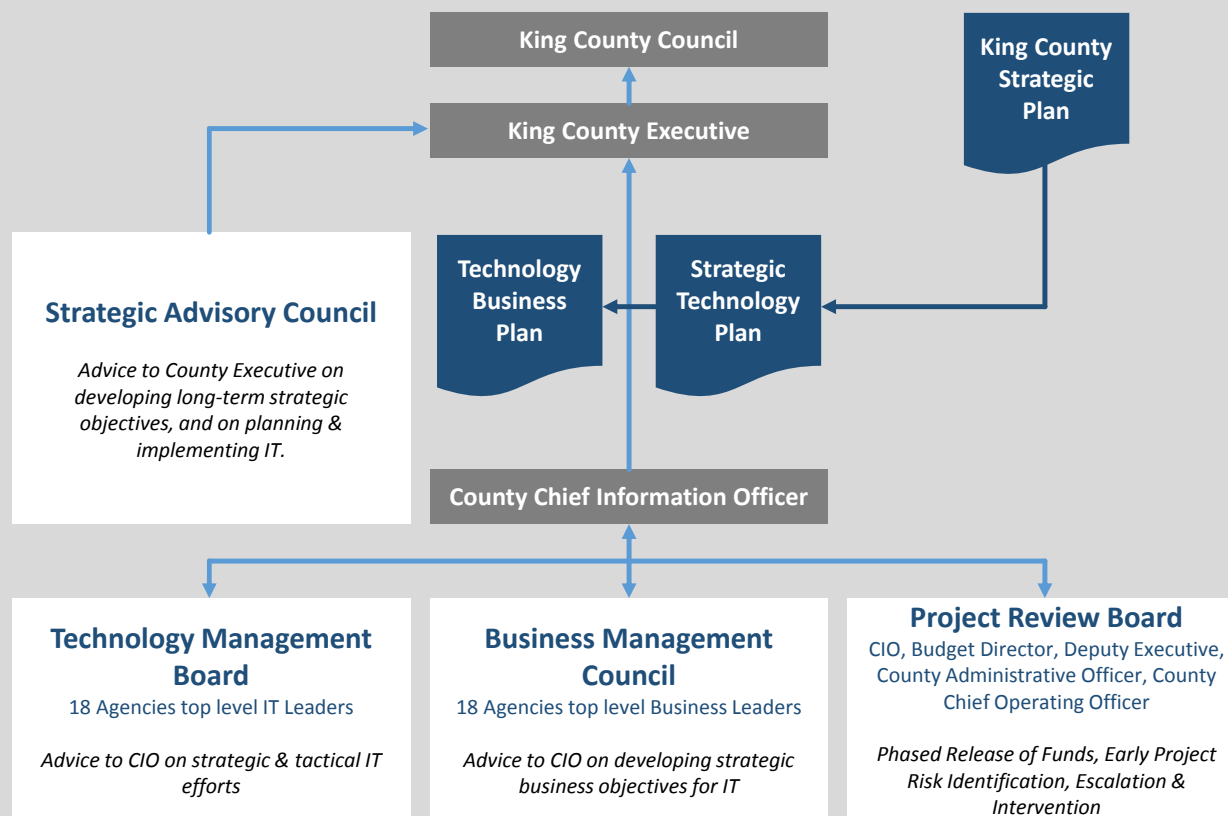
- ✓ **IT Strategy:** Driven by Business Needs
- ✓ **Architecture:** Standard Business, Data, Apps & Technology
- ✓ **Portfolio of Projects & Applications:** Minimize Risks
- ✓ **Infrastructure & Data:** Optimize Costs & Control IT Assets
- ✓ **Vendor:** Deliver Value & Reduce Non-performing Vendors
- ✓ **Service Delivery:** Maintain Service Levels
- ✓ **IT Delivery Framework:** Methodologies, Processes, Practices

Best Run Government

Value

- IT investments advance business priorities
- Increased Project Success
- Resources to meet business demand
- Optimized total cost of IT ownership
- Performance management for continued Improvement
- Customer satisfaction and perceived value from IT

King County IT Governance

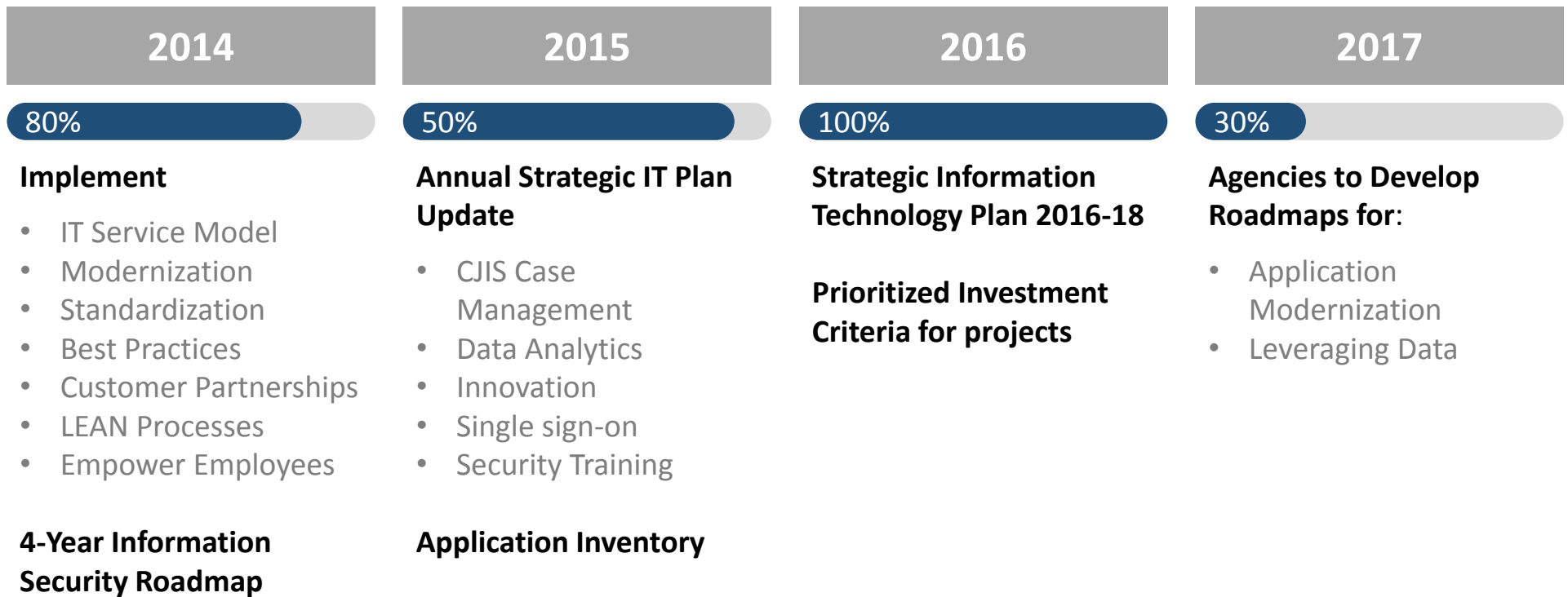


Ensures business needs are adequately supported by value-added IT through collaboration with leadership and external partners who provide input and guidance on strategy and investments

Value of SAC: Motions from Past Years

Presenter: Zlata Kauzlaric

SAC Actions: March 2014 - 2017



We Deliver: Unified Communications Implementation

Replaced telephone lines with Skype for Business

- Video Conferencing
- Screen Sharing
- Instant Messaging
- Telephone Communications

Benefits realized on time/budget per Business Case

- Annual decrease in agency-specific line charges
- Savings in agency budget

Total savings: \$4M/year



How can you contribute more?

What can we do differently to make SAC meetings more valuable?

IT Strategy Update

Presenter: Aaron Barak

Introducing...



Aaron Barak

Chief Technology Officer

Started in 2014 as Operations Director

Background: Head of Engineering, Silicon Valley Bank Financial Group;
Director of Architecture, Business Objects/SAP. UW Medical Center;
Mercer Island High School

Interests: Technology, Viticulture and Literature

We are Making Strong and Steady Progress



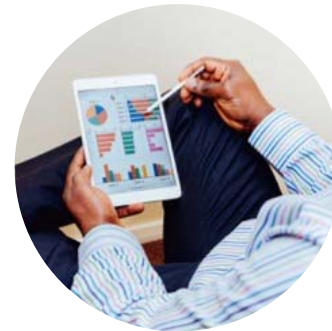
Data Focused



**Civic
Engagement**



**Effective Digital
Systems**

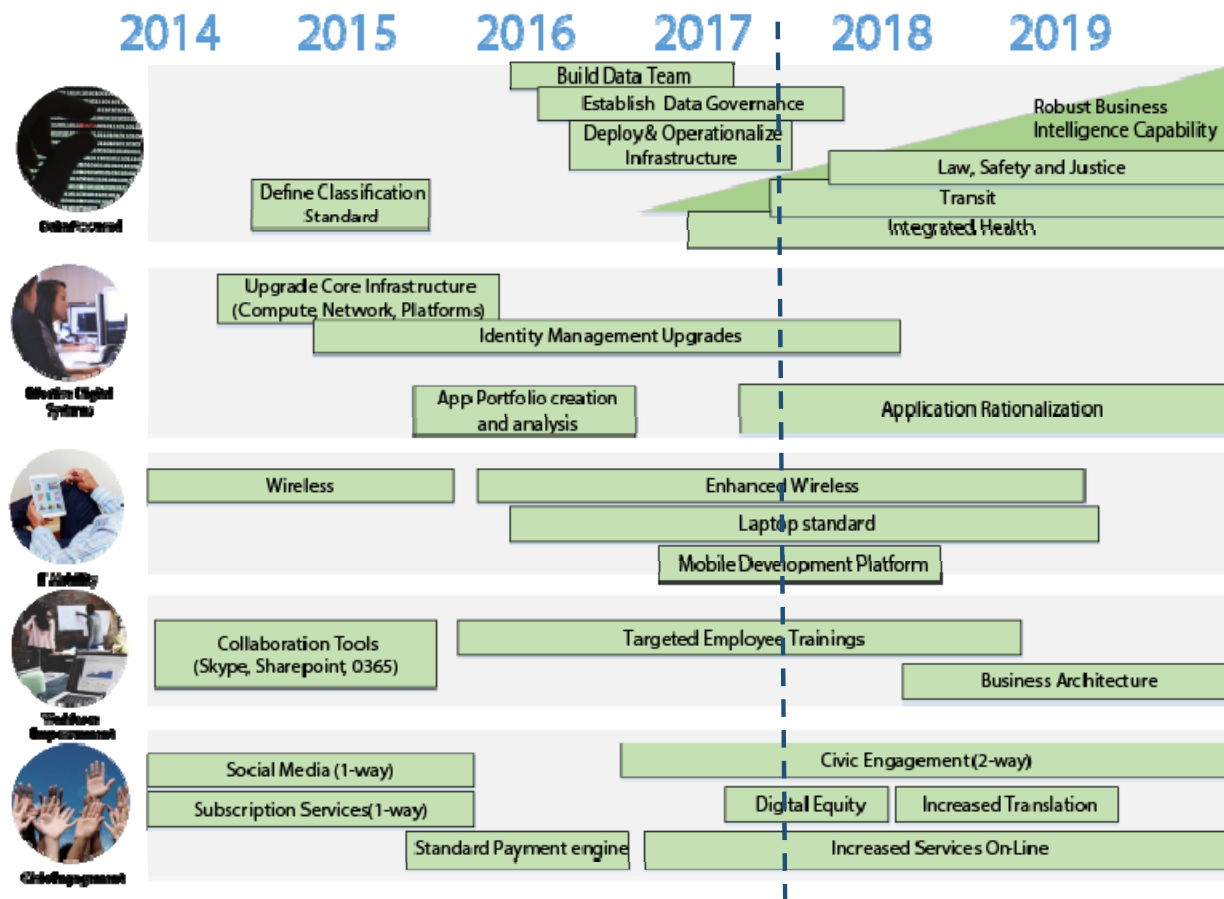


IT Mobility



**Workforce
Empowerment**

KC Strategic Roadmaps: 2014 – 2019





Data Focused

Analyze, measure and use data to make better decisions and improve services.



- Data Services Team
- Data Governance
- Build Out Business Intelligence (BI) Infrastructure
- Inventory/Classify Data

Strategic Outcomes

- Data Program
- Data Standards
- Data Governance
- Data Services for Common Data
- Business Intelligence
- Meta-Data in Repositories
- Data Integration & Business Rules
- Warehouse Projects



Advice on Data Strategy:

What challenges are you seeing with other organizations implementing data strategy?

What can we add to improve?



Effective Digital Systems

Build, support and share high quality,
reliable, consistent systems.



- Core Infrastructure Modernized
- Information Security Evolved
- Identity Underpinnings Modernized
- Business Continuity Strategy

Strategic Outcomes

- Modernize Emergency Radio Network
- Modernize Applications
- Mature Processes and Methods
- Establish Service Levels
- Partner with Customers in Line of Business plan
- Reduce IT Carbon Footprint
- Business Continuity Standards



Effective Digital Systems

What are others doing for Disaster Recovery and Business Continuity; Cloud capabilities; Associated costs; Geographic considerations?

How do we compare with other governments?

What can we add to improve?

Voice of the Customer

Presenter: Tanya Hannah

IT Strategic Goals Enable King County Goals



**Best Run
Government**



**Best Starts
for Kids**



**Climate
Change**



**Equity & Social
Justice**

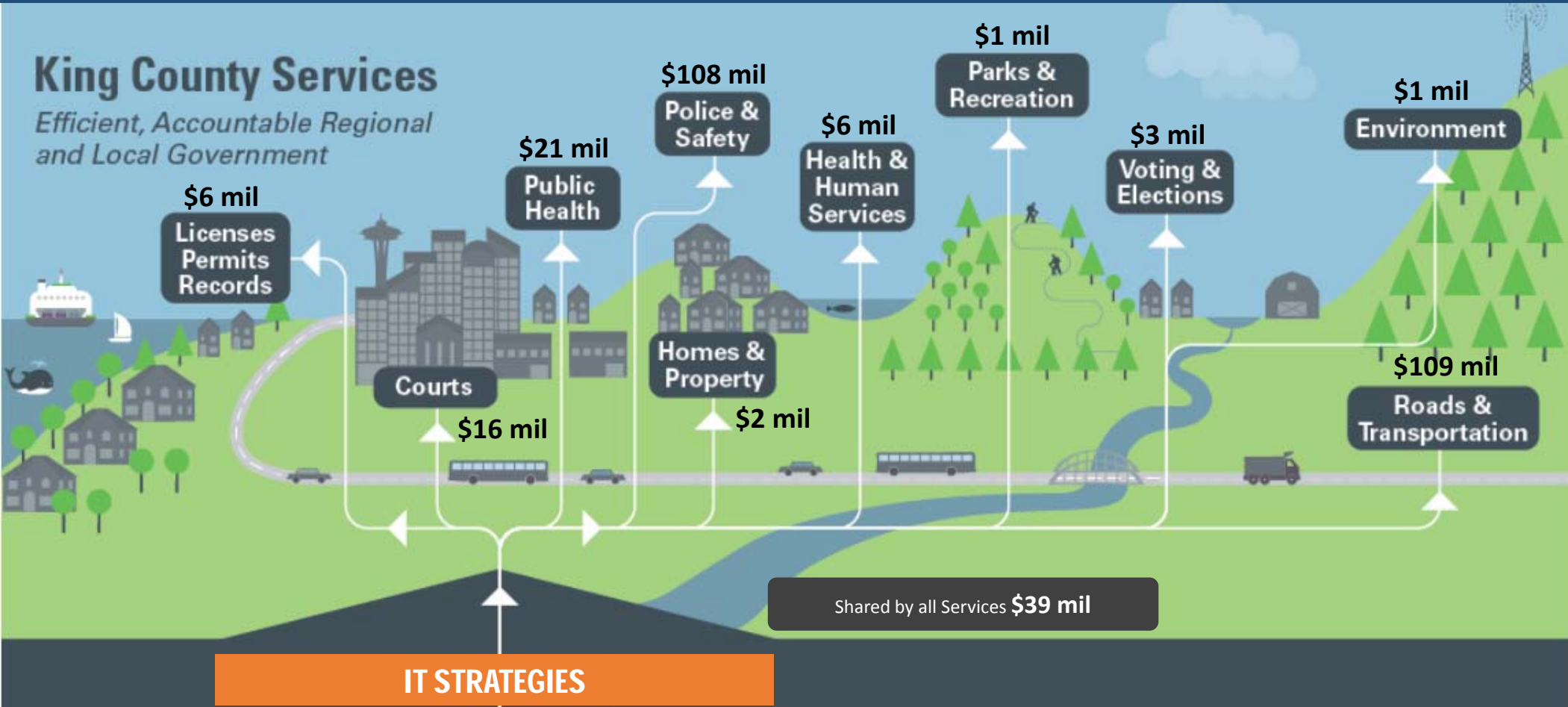


**Regional
Mobility**

Technology Investments Align with Strategies

King County Services

Efficient, Accountable Regional and Local Government



Measuring Performance Against Plan

Are we working on the right things?

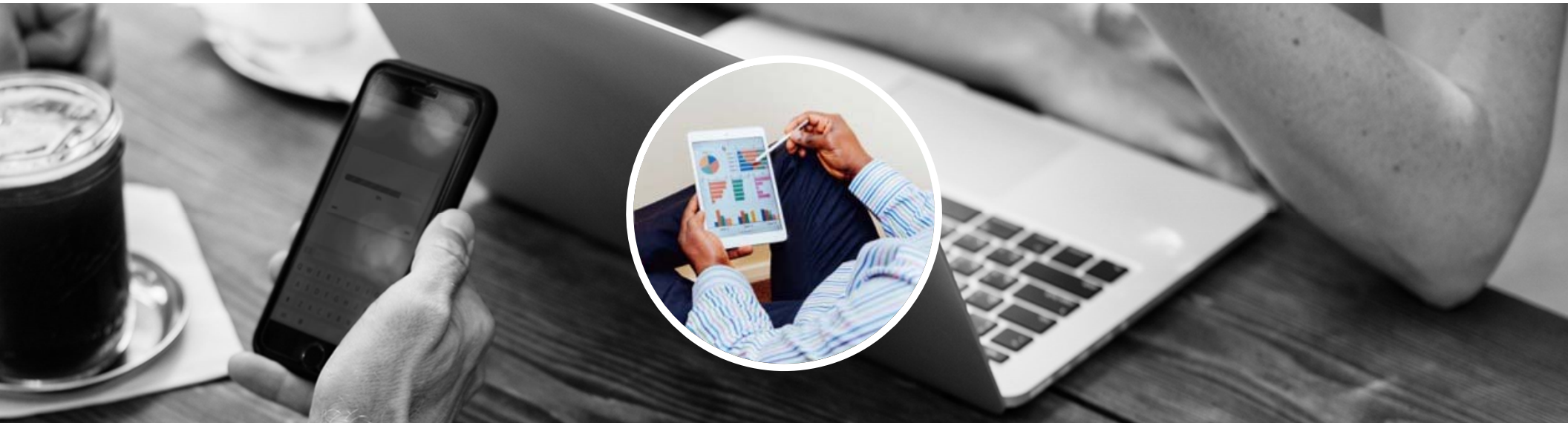
Are we helping our customers to achieve their business goals?

Are we successful in executing?

Measures:

- Fiscal Management and Stewardship
- Quality of Work and Service Delivery
- Focus on People





Mobility

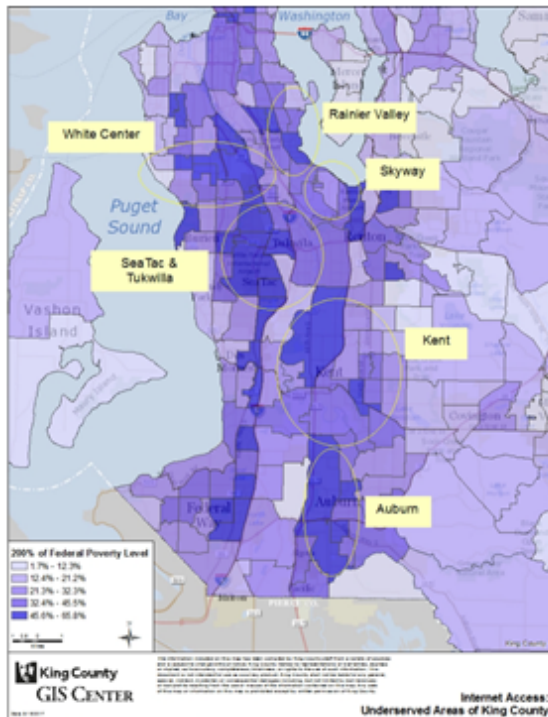
Free residents and employees to interact and transact business whenever, wherever and however they wish

Measuring Progress with Metrics

Mobility



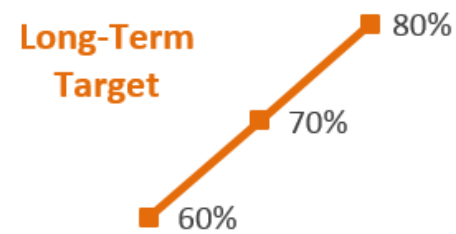
Focusing on the Underserved of King County – Partnering with Communities to Make a Difference



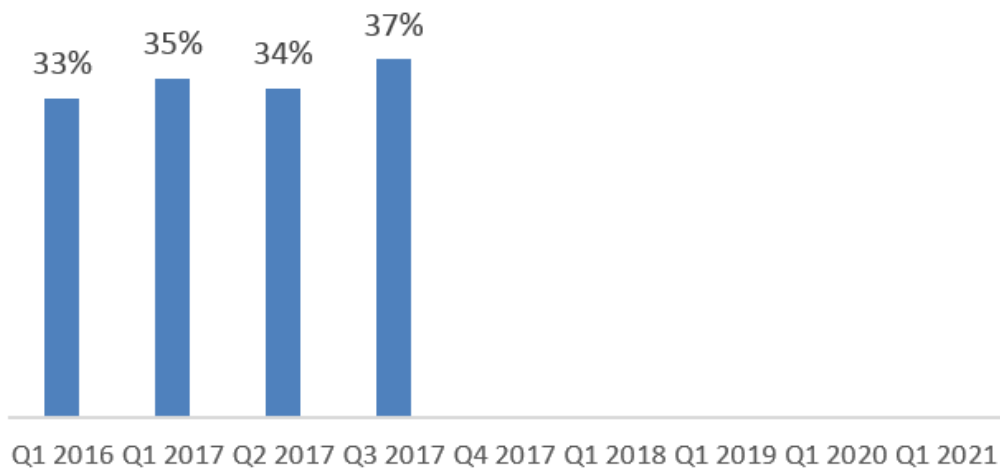
- **Skyway** – Collaborating with Renton School District (Demmitt MS) to provide students (1 year free) internet access via C3 and KCIT LTE to access online school assignments, and other tools only available from their school.
- **White Center** – KCIT is collaborating with KC COO to convene community organizations to complete a federal Broadband Connectivity Assessment survey to document the current state of access to local broadband services, identify gaps in service areas and deliver a survey report to help guide future broadband initiatives.
- **YMCA of Greater Seattle** – Building fiber to 14 YMCA facilities beginning Q32017-Q12018. Many YMCA and I-Net sites are in KC Best for Kids and Community of Opportunity geographic program areas.
- **Kent School District** – Kent School District’s annual Technology Expo showcases how students gain college and career skills through classroom projects using technology tools. KCIT I-Net serves as technology sponsor providing internet connectivity for their event at Showare each year.
- **Muckleshoot** – King County has built fiber to the Muckleshoot wellness center for the King County Public Health Center connections to Washington state health data which provides timely access to health information and efficient service to Muckleshoot residents.
- * **Community Capacity Consortium (C3)**

Measuring Progress with Metrics

Mobility



% of King County Products with an Electronic Payment Capability



Transforming How King County Does Business with Our Customers

- Increase in the number of services accepting credit card/debit card/eCheck payments
- Increase in the number of agencies accepting credit card/debit card/eCheck payments
- Annual growth in electronic payment volume
- Increase in the proportion of customer transactions paid electronically: credit/debit cards/eChecks vs. cash/check



Mobility

How do we compare with industry?

What are other governments doing?

What can we add to improve?

Introducing...



Sharon Potts

Director

Enterprise Business Solutions

Started in 2015 as Regional Services Manager

Background: PricewaterhouseCoopers, Silicon Valley Bank Financial Group, Visa;
U of West London Graduate

Interests: Travel, Cooking

IT Projects: Standard Delivery Framework

STAGE	INITIATION	REQUIREMENTS	DESIGN	CONSTRUCT	SQA
GATE (G) & NAME	GATE 1 PLAN REVIEW	GATE 2 CONCEPTUAL DESIGN	GATE 3 ART	GATE 4 CONSTRUCTION	GATE 5 IRR
PURPOSE	To review feasibility, plan and approach. Ensure project gets underway in right direction.	To approve high level solutions design	To approve detailed design prior to approval to commence construction	Review to ensure that all standards and guidance have been followed. Approval to proceed to final testing.	To ensure that the organization is ready to accept the solution prior to move to production
GATE OWNER(S)	<ul style="list-style-type: none"> • PMO • Methods & Practices 	<ul style="list-style-type: none"> • Engineering 	<ul style="list-style-type: none"> • Engineering • ART Committee 	<ul style="list-style-type: none"> • Engineering • Operations 	<ul style="list-style-type: none"> • EBS • Operations

PMO – KCIT Project Management Office

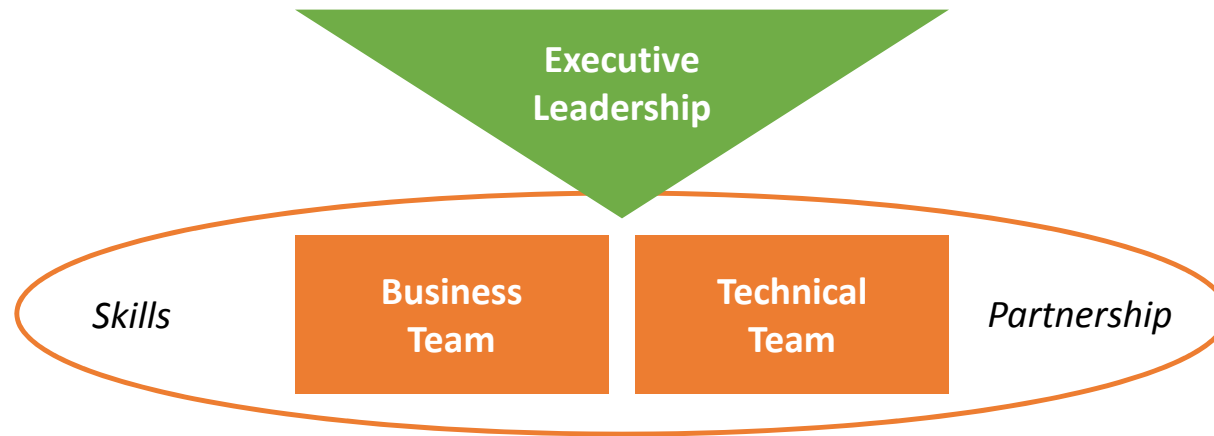
ART – KCIT Architecture Review Team

SQA – Software Quality Assurance

IRR – Implementation Readiness Review

EBS – KCIT Enterprise Business Solutions

Key Factors for Project Success



Contracting and Vendor Management

Dependencies on other projects and partners

Risk Management: Gate Review, Project Oversight, Independent Quality Assurance

Consistent methods and standards for project delivery

Role of the Executive Sponsor

- Provide Leadership, Vision and Purpose
- Remove Roadblocks
- Promote county's strategies; provide tie between strategy and execution
- Rally support, especially from executive leadership peers
- Engage in project decision making and approvals
- Hold the project team accountable to key performance metrics





OPEN FOR DISCUSSION

What are other governments doing?

What can we add or change to improve?

Roundtable

- Final Comments?
- Topics for March 2018 SAC?





Thank you!



#KCSAC2017