King County Strategic Technology Enterprise Plan

Draft as of September 2012

Customers and End Users

KC Strategic Plan

Public (individuals)

Regional Customers (Local Jurisdictions, other counties, other)

Internal Customers

Detention | Assessment | Human Services | Council | Health | Sheriff | Courts | Elections | Licenses | Parks & Resources | Development | Prosecution | Transportation

Customer Service

Strategic Technology Plan

King County IT Service Center

Service Delivery Manager

Service Level Agreement

Customer Satisfaction Surveys

Performance Measures

Providing World Class Technology Solutions To our Customers

IT Services Catalog

Customer Facing IT Services

Business Analysis

- Started in 2012
- Service to projects or Agencies

IT Project Management

- PMO & Center of excellence
- PMM 2.1 and tools
- Dept. Review Boards
- Portfolio Management- 2012
- Streamlined oversight

Applications

- TFS - Standard Dev Environment – 2011/12
- Implement SDLC – 2012
- Advanced Sharepoint hosting- 2012
- Portfolio Management -2012
- Post ABT archiving - 2012
- All Applications off Mainframe–2013/4

- Business Applications
- ✓ Accounting system update – study and business process
- ✓ Jail management system study project
- ✓ Pretrial risk assessment planning
- ✓ Roster management system
- ✓ Designated Mental Health Professionals and Safety

eGovernment

- KC internet re-architecture - 2012
- Property assessment appeals-2012
- Public criminal case info - 2012
- On-line services Directory – 2013
- Enhanced 'Alerts' - 2013
- Sharepoint/intranet convergence–2012
- ✓ Vital Stats & MEO web portal
- ✓ Business case for online mitigation
- ✓ Health Information Technology (HIT)
- ✓ Electronic Medicine Administration Record (eMAR)

Workstation

- Unified Communication (phone, presence, chat, video – all on single device)
- Standard hardware, image – 2011-12
- Remote management tools (SCCM, MDOP) – 2011-12
- Create gold image – 2012/13
- Mobile, secure, wireless access at worksites – 20??
- Office of the Future / 'Hoteling' / Telecommuting
- 6 year Enterprise Agreement (EA) – 2011-2016
- ✓ Mobile devices phase II

Voice

- Countywide Telephony System Replacement – 2011-2014
- Implement Lync on-premise – 2011
- Automatic call distribution for call center upgraded - 2012

Regional

- Regional emergency radio upgrade proposal approved - 2011
- 800 MHZ rebanding – 2013
- Distributed Antenna Network – 2012
- South Loop Microwave repl – 201x
- VHF/UHF narrowbanding -
- Map layers shared as open data – 2010

End-User IT Training

- Started in 2012
- Focus = business productivity tools
- See intranet site:
- http://kcweb.metrokc.gov/oirm/services/kcit/training.aspx

Portfolio Management Tools

INTERNET

Office of the future 'hoteling'

Video | Voice | Data | Migrates | phones

Institutional Network (I-Net)

IT to IT Services

Network Services

- I-Net Modernization – 2012
- KCWAN 10G core upgrades - 2012
- Utilize/participate in local Consortium's - 2012 – 13
- Updated IP Address Schema - 2012
- Network Intrusion Detection System upgrade and integrated with firewall strategy – 2013
- MPLS implementation – 2013?
- Fully integrated with Utility Computing env.- 2013
- ISP-DMZ
- ISP – Intentet gateway filter
- ✓ Business Empowerment and User Mobility
- ✓ Systemwide Enhanced Network Design (SEND) for Health

- Unified Communications
- All types of communication (Voice, Video, Data) delivered through common network – 2011-2013
- Voicemail delivered to inbox – 2012
- Lync on-premise - 2011

Data Center

- Executive Servers in DC – 2011
- Remaining Servers in DC – 2012
- Move alternate DC to Eastern Washington – 2012
- Mainframe retired - 2013

Voice | Video | Data | I-Net | KCWAN

Future Replacement | ADC in Olympia | Delivered through | Technology Products | Leverage cloud for access, storage, tools | Enables | Future Convergance | Unified Communications | Replaced By | PBX | OLAs (Operating Level Agreements)

Technology Products

- Includes provision of Office suite, E-mail, Active Directy Lync, sharepoint and other collaboration and efficiency tools

Server, Storage & Database

- Government Cloud Computing project (provisioning of processing/compute, storage, back-ups, disaster recovery and support utilizing virtualization based on application needs) – 2012 - 2015
- Systems Monitoring & Management – 2011/12
- Add alternate DC resources to virtual pool– 2012/13
- ✓ Hosted Environment Phase III
- ✓ Demographic Data Consolidation

Sabey Data Center

Mainframe

KC Physical
- Retain apps requiring dedicated servers
- Migrate other apps to 'best' cloud option

KC Virtual - SVE Standard Virtual Environment
- Virtualized applications
- Shared storage
- "Basic" service model

Multi-location Apps
Necessary for critical application redundancy

Virtual Private Cloud - VPC 3rd party *'IaaS'* hosting
- Flexible storage, backup support options
- Reliability managed by SLA
- Most flexible rate/cost option

Hosted "PaaS" tools
- Universal storage/access
- Virtual desktop services
- Office 15 direction

3rd party "SaaS" hosting
- General purpose applications
- May include communication, collaboration tools

IT Business Services

- Implement IT Services catalog – 2011-2012
- Create SLAs, OLAs for all Services – 2011-2012
- Menu and true rates for service ordering – 2012-2013
- Provide HR services for KCIT - 2012
- Increase Countywide IT contracts - 2011
- Implement Enterprise Architecture program – 2011/12
- Service Management & Development in place – 2011/12
- Implement KCIT and related Budget updates - 2012

IT Business Services

IT Business Foundation Services: Customer Support | Enterprise Architecture | IT Performance Measurement | CIO Office of the CIO | PMO Coordination | Enterprise Business Continuity

IT Mandated Services: Information Assurance | IT Governance | IT Project Advisory Review and Oversight | IT Strategic Planning

Service Support: KCIT Business & Finance | KCIT Human Resources

**Includes Bond Repay & Central rates*

Legend

- KCIT End-User Service
- KCIT IT-IT Service
- KCIT Business Service
- ✓ 2013 proposed Investement

Private Cloud | Public Cloud