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| **Agenda Item:** | 9 | **Name:** | Jenny Giambattista |
| **Proposed No**.: | 2013-0224 | **Date:** | November 19, 2013 |
| **Invited:** | Caroline Whalen, Chief Administrative Officer, Department of Executive Services  Carmel Call, Director, Business Resource Center  Ken Guy, Director, Finance and Business Operations Division  Carol Basile, Deputy Director, Finance and Business Operations Division | | |

**SUBJECT**

Proposed ordinance 2013-0224 would establish an accountability structure to guide the county in implementing its vision articulated in the Accountable Business Transformation program charter approved by Motion 12364, and would add a new section to Chapter 2.36 of the King County Code.

**BACKGROUND**

In 2012, the King County Auditor’s Office released its final oversight report for the county’s Accountable Business Transformation (ABT) program. The report found that the County largely achieved the ABT Program’s vision of countywide, integrated systems for human resources, payroll, finance, and budget. However, the report also identified significant remaining work to provide services as envisioned in the charter approved by Motion 12364: “King County’s financial, human resource and budget management functions are fully integrated, efficient and effective, and enhance the county’s ability to provide essential services to its customers.”

The Auditor recommended a formal governance structure to transition from the ABT Management Team, which would provide leadership, support, and oversight of the considerable body of work remaining for ABT. This governance structure would ensure that remaining work would be accomplished and anticipated benefits achieved, while keeping all branches of government and end users involved and informed. Specifically, a new governance structure would hold the County’s Business Resource Center (BRC) and business owners accountable to achieve ABT’s objectives.

The 2013 adopted budget included a proviso (Ordinance 17476, Section 62, Proviso 1) to require the Executive develop such a governance structure. The full text of the proviso is available in Attachment 3 to this staff report. Specifically, the proviso requested the Executive to transmit an ordinance establishing an accountability structure to guide the County in implementing its vision articulated in the ABT program charter approved by Motion 12364.

The proviso specified the purpose of the an accountability organization is to maximize benefits from the ABT program; achieve the proper functioning and integration of the countywide systems for human resources, payroll, finance and budget; and provide for communication and accountability.

The proviso also required a strategy for performance measurement and reporting including identifying anticipated benefits to County services and strategic plan goals from the County’s central business systems and the measures, baselines and targets for evaluating whether the benefits have been achieved. The proviso also required a plan for annual performance reporting on the benefits achieved and their contributions to the County’s service excellence, financial stewardship and quality workforce goals.

The proviso response was transmitted on the required date of April 30, 2013.

**ANALYSIS**

Proposed Ordinance 2013-0224 would establish the accountability structure for improving central business systems. The Executive also transmitted a report describing how the accountability structure will function.

As transmitted, Proposed Ordinance 2013-0224 establishes a central business steering committee, specifies the functions of the steering committee, and establishes the membership of the steering committee. The membership includes the following staff: Deputy County Executive, Assistant Deputy County Executive, County Administrative Officer, Director of Performance, Strategy, and Budget, Director of Human Resources Management Division, Director of the Office of Labor Relations, Director of Finance and Business Operations Division, Chief Information Officer, Director of the Business Resources Center, representatives from executive agencies, and representatives from separately elected organizations based upon interest and availability to serve.

The Executive also transmitted a report, “Report on Recommendations for a Central Business Systems Accountability Structure” along with Proposed Ordinance 2013-0224. (This report is included as Attachment 4 to this staff report.) This report provides details not included in the ordinance on the accountability structure for central business systems. It defines roles and responsibilities and also describes the functions of the change management boards, which are the initial stage of review for proposed business process and system changes.

The performance measurement requirements of this proviso were addressed in a subsequent proviso response (Proposed Motion 2019-0310) provided in June 2013.

**AMENDMENTS**

Council staff met with Executive staff and agreed upon a number of changes to the proposed accountability structure.

Amendment 1, which is included as Attachment 2 to this staff report, includes two significant changes:

1. The membership of the committee is reduced to five members for purposes of increasing accountability. As amended, the membership is limited to the following staff: Deputy County Executive, Assistant Deputy County Executive, County Administrative Officer, Director Office of Performance, Strategy, and Budget, and Chief Information Officer. Although the membership is limited to these participants, all departments and separately elected agencies are invited to attend the steering committee meetings.
2. A reporting requirement has been added requiring an annual report to the Council on the benefits achieved and their contributions to the County’s service excellence, financial stewardship, and quality workforce goals.

The amendment is supported by the Executive.

Executive staff have also updated the report, “Report on Recommendations for a Central Business Systems Accountability Structure” to reflect the above changes and provide additional details on the accountability structure. The updated report is Attachment 5 to this staff report.

**ATTACHMENTS**

1. Proposed Ordinance 2013-0224
2. Amendment 1
3. Ordinance 17476, Section 62, Proviso 1
4. Report on Recommendations for a Central Business Systems Accountability Structure, dated April 2013
5. Report on Recommendations for a Central Business Systems Accountability Structure, dated November 2013
6. Transmittal letter