King County Records Collection and Retention Policies, Procedures, and Practices Report

November 27, 2024

King County

Table of Contents

I.   Table of Contents

II.   Proviso Text

Ordinance 19546, Section 121, as amended by Ordinance 19791, Section 60, Proviso P1[1]

P1 PROVIDED THAT:
Of this appropriation, $100,000 shall not be expended or encumbered until the executive transmits a report on the county's records collection and retention policies, procedures, and practices along with a motion that acknowledges receipt of the report, and the motion is passed by the council. The motion should reference the subject matter, the proviso's ordinance number, ordinance section, and proviso number in both the title and body of the motion.

 The report shall be developed with an external consultant with expertise in records collection and retention best practices. The report shall include, but not be limited to, the following for each county department or agency including the executive branch, legislative branch, department of elections, office of the prosecuting attorney, and department of assessments:

A. A list and summary of current laws, regulations, policies, procedures, and practices related to county records collection and retention, including a description of any department-specific or agency-specific policies or requirements;

B. A list of all computer software programs, applications, or other technologies used to prepare, collect, or retain electronic county documents, including social media, text messaging, and instant messaging platforms, used by county employees for county work purposes to prepare public records, including correspondence, and a description of the records collection and retention capabilities and current protocols for each program;

C. A list of all types of hardware used by the county for records collection and retention purposes;

D. A description of training requirements for employees related to records collection and retention, including trainings and certification requirements for employees whose primary duties relate to records collection and retention;

E. A summary of best practices for records collection and retention, and an assessment on how the county's policies, procedures, and practices compare to best practices; and

F. Recommendations for improving any county policies, procedures, and practices related to records collection and retention, specifically relating to ensuring that records are maintained in a way that they can be efficiently and accurately retrieved and provided in response to public records requests.

The executive should electronically file the report and motion required by this proviso no later than November 29, 2024, with the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers, the council chief of staff, and the lead staff for the government accountability and oversight committee, or its successor.

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[1] Ordinance 19791 [LINK]

III. Executive Summary

Background. Over the past decade, the County has improved its records collection and retention (referred to in this report as "records management") practices through a 2013 initiative that introduced new policies, training, and an Electronic Records Management System (ERMS). The County launched a new system called Content Manager in 2019. These efforts have enhanced compliance with records management state laws and best practices, focusing on accountability and transparency. The program remains committed to ongoing improvement through stakeholder engagement.

Proviso Methodology. The Department of Executive Services' (DES) Office of Risk Management Services (ORMS) partnered with DES's Records and Licensing Services (RALS) to develop this report. The process began in November 2023 with the formation of a task force, including 16 representatives from the government branches identified in the Proviso request – Elections, Assessor, Prosecuting Attorney, Legislative, and Executive offices. Between January and March 2024, the task force met periodically and collected internal records related to records management to provide to an external consultant for review.

Concurrent to the task force work, the expert consultant procurement (RFP) process started in January 2024, leading to the selection of FreeDoc LLC in March 2024. FreeDoc began conducting a review to compare King County's records management processes to industry best practices and submitted the final report in July 2024. Following this, ORMS and RALS drafted this Proviso report between July and September 2024, which underwent reviews by the task force and others before finalization.

Findings and Next Steps. The expert consultant hired to review King County records management practices, FreeDoc LLC, identified five main categories of records management: Records Management Program, Retention and Disposition of County Records, Public Records Act (PRA) Compliance, Digital Transition, and Security and Protection of County Records. FreeDoc broke those five categories into 33 relevant subareas.

FreeDoc shared with the County that its practices aligned notably well with records management best practices. King County's structure and approach, as well as its outcomes, were recognized by the consultants as leading edge and the best among large counties across the nation.

In addition to positive feedback, the consultant also provided recommendations for improvement, which are being reviewed as detailed in the final section of this report. Of the 33 subcategories analyzed by the consultant, 20 came back with no recommendation. Notes were provided by the consultant for 13 areas, with 11 of those 13 recommendations described by the consultant as slight adjustments or minor considerations.

The remaining two consultant recommendations centered on increasing accountability. The first involves requiring department or agency-level attestations to ensure compliance with legal and policy standards, along with providing support and resources for proper records management. The second proposes adding an employee comprehension-testing component, with potential for more training and regular assessments to gauge employees' understanding.

Each of the recommendations proposed by the consultant is either already implemented or being evaluated for focus during the remainder of 2024 and into 2025.

IV. Background

Department/Division Overviews: The Department of Executive Services (DES) provides internal services to King County agencies and departments, and public-facing services directly to King County residents. The divisions and offices that make up DES include the Business Resource Center, Finance and Business Operations Division, Office of Emergency Management, Facilities Management Division, Fleet Services Division, Inquest Program, King County International Airport-Boeing Field, Office of Risk Management Services, and Records and Licensing Services Division.

The Office of Risk Management Services (ORMS) provides claims, insurance, contract review, loss control, and other risk management services to all branches of King County government. ORMS is also home to the Public Records Program, which provides administration of public records requests in DES and public records act support to all agencies of King County.

Records and Licensing Services (RALS) is a division within the Department of Executive Services. A number and variety of business lines are organized within RALS, including King County Regional Animal Services, Licensing, the Recorder's Office, the King County Archives, the King County Records Management Program, and King County Mail Services. Most relevant to this Proviso response is the function of the Records Management Program, which provides countywide services in support of good records management practices. This work is accomplished through policies, standards, guidance, and systems.

Historical Context: Current records management practices reflect more than a decade of maturity in managing digital and paper records across the enterprise. In 2013, the County launched a Records Management Initiative, which led to greater focus on outreach and education to departments and agencies to ensure awareness of legal requirements associated with the management and disclosure of public records, especially in the context of the increasing proportion of digital records being created and managed. The County's first electronic records management system (ERMS) was launched as part of this initiative. Best practice measures based on the Association of Records Managers and Administrators (ARMA) International's best practice standards were implemented to track maturity across time and after the efforts of both the central Records Management Staff and the departments/agencies of King County.

After nearly a decade of this effort, with the addition of new policies, enhancements to trainings, creation of many standards, establishment of a network of records management ambassadors and experts across the County, and the installation and launch of a new enterprise digital records management system in 2019 (now known as Content Manager), have realized the original intent of the 2013 Records Management Initiative: for agencies to follow state law and records management best practices through maintaining accountability, transparency, security, and accessibility of public records.

As a continuous improvement organization, the Records Management Program engages with customers and other interested parties on an ongoing basis to improve its efforts and outcomes. I King County has two standing countywide committees designed to accomplish it. The first is the Public Records Committee (PRC), which was created in 2006 in response to Ordinance 15608 to advise both the King County Council and the King County Executive on policy recommendations regarding public records, including both paper and electronic records. The main goal of the PRC is to make programmatic and policy recommendations as to how King County can best manage, preserve and provide access to its public records. The PRC meets as often as necessary but at least on a bi-annual basis and submits a report on its activities to both the King County Council and the King County Executive annually. Additionally, in 2021, a governance group known as King County Information Governance Group (KCRIGG) was formed as an ad-hoc adjunct to the PRC. KCRIGG's goal is to allow for more in-depth discussions by a panel of representatives to consider issues and

offer recommendations as warranted to existing workgroups and authorities. KCRIGG works closely with PRC to address issues that arise at the intersection of public records management and disclosure, risk management, KCIT Governance, KCIT Information Security and Privacy, and King County Archives.

Report Methodology. The Office of Risk Management Services (ORMS) and Records and Licensing Services (RALS) started planning the Proviso response on November 29, 2023. In December, it formed a records Proviso task force, consisting of 16 representatives from the branches of County government as identified in the Proviso (Elections, Assessor, Prosecuting Attorney, legislative, and executive offices). Task force member participation was determined and authorized by individual agency leadership. The task force held its first meeting on January 2, 2024, and, over the next two months, until March 1, 2024, the task force collected its internal records related to records management. Records included policies, procedures, guidance, training, standard operating procedures, reference guides, lists of software and hardware, committee information, narrative descriptions, and other miscellaneous records. By April 1, 2024, relevant records were collected, organized, and supplemented with additional information for delivery to the consultant for review and auditing.

On January 4, 2024, the procurement process began for a consultant as called for by the Proviso. A request for proposals (RFP) process was followed. On March 6, 2024, FreeDoc LLC (the consultant) was awarded the contract due to the company's specialized expertise. On June 14, the consultant shared a 41-page draft report for review. By July, the final report had been delivered to King County and included positive findings regarding King County records management processes. The consultant's scope of work included comparisons of applicable records management industry best practices and laws included in RCW 40.14 (Records Retention) and RCW 42.56 (Public Records Act), and the consultant opted to utilize standards put forth by both ARMA International and NARA (National Archives).

Between July 11 and September 11, 2024, ORMS and RALS drafted this report, which was reviewed by the Proviso task force.

V.   Report Requirements

This section addresses each of the elements of the proviso and is organized in the same sequence as the elements appearing in the Proviso, with a corresponding subsection for each element. More details about engagement with the consultant is provided in the Background section. The full consultant's report is included as Appendix A to this report.

A.   A list and summary of current laws, regulations, policies, procedures, and practices related to county records collection and retention, including a description of any department-specific or agency-specific policies or requirements

The Proviso response task force gathered laws, regulations, policies, procedures, and practices related to records collection and retention. A summary of the Washington State laws, and regulations as well as the agency-specific policies, procedures and practices analyzed by the consultant is as follows:

Agency	Laws, regulations, policies, procedures, and practices
Executive Branch: Office of Risk Management Services	• RCW 42.56 (Washington State Law)- The Public Records Act. Primarily pertains to disclosure of public records. P

Agency	Laws, regulations, policies, procedures, and practices
	- RCW 40.14 - Preservation and Destruction of Public Records. This provides legal requirements for retention, management, and destruction of public records. - Public Records Compliance Policy- INF-17-4-1-EP, PRA Program Purpose and Policy - King County Code 2.12 MAINTENANCE OF PERMANENT RECORDS - King County Code 2.14 PUBLIC ACCESS TO ELECTRONIC RECORDS AND INFORMATION - King County Code 2.16.020 Executive branch of county government – policy regarding organizational structure - WAC 44-14 (Washington State Administrative Code)- not a law but guidance known as Public Records Act Model Rules
Executive Branch: Records and Licensing, Archives Records Management and Mail Services	- Utilizes laws, regulations, policies, procedures, and practices listed above, Executive Branch - Management of King County Public Records - provides general policies for management of public records, including establishing Agency Records Officers as a role with responsibilities in all county departments, and establishing Content Manager as the county's official electronic records repository. - Numerous guidance documents on a variety of topics exist at the Records Management Program's resources page: Resources - King County, Washington
Executive Branch: King County Information Technology	- Utilizes laws, regulations, policies, procedures, and practices of Executive Branch - Agency-Specific Retention Schedules
Executive Branch: Dept. of Human Resources	- Official Personnel Files Policy - Employment Data Security Policy
Executive Branch: Sheriff's Office	Utilizes laws, regulations, policies, procedures, and practices of Executive Branch
Assessor	- Agency-specific retention schedule - Utilizes laws, regulations, policies, procedures, and practices mirroring Executive branch
Council	Case law provided and general process documentation provided for public records act responses specifically.
Elections	- Workgroup-specific retention schedules - Blank disposition form (RMP) - Public Information handout - Public Records Act guidance (MRSC)

Agency	Laws, regulations, policies, procedures, and practices
	- RCW 42.56.070 - indexes to be made public and guidance on costs - Outlook tools for Email Management (RMP) - What to Keep, What to File, What to Toss- Email Management Guidance (RMP) - Procedures on Palletizing, Box Labeling, Handling PII, Destruction
Prosecuting Attorney's Office	- Policy Manual which includes records retention policy - Agency-specific retention schedule

B. **A list of all computer software programs, applications, or other technologies used to prepare, collect, or retain electronic county documents, including social media, text messaging, and instant messaging platforms, used by county employees for county work purposes to prepare public records, including correspondence, and a description of the records collection and retention capabilities and current protocols for each program**

Because King County Information Technology (KCIT) is the enterprise service provider for Information Technology (IT) solutions, the department was best positioned to provide the list of software programs, applications, and other technologies that are used in the conduct of County government work. Also, since public records include nearly all records created in the conduct of government work, KCIT interpreted most of software, applications, and other technologies to be responsive to this requested item.

Below is the full list of software programs, applications, and other technologies provided by KCIT. Regarding retention of the software items, there is not a line-for-line accounting for retention management practices within each program, but retention is managed regardless of original format in a few spaces: in the native environment (such as in Microsoft 365, which accounts for the majority of the county's storage), in ArchiveSocial (a records keeping tool for digital communications and social media platforms) and in Content Manager (the enterprise-wide solution for digital records management, and paper records indexing).

Regular communications from the Records Management Program, KCIT, and business units ensure that users of these technologies understand and account for their responsibilities to organize, retain, and manage records in these environments. KCIT's project review process includes required consideration of records management impacts of the software. Wherever it's possible to do so, employees are encouraged to retain the digital records they create using Content Manager, the county's enterprise electronic records management system. When it is not possible, employees are informed of their responsibilities by policies, communications, standard work, and processes such as the project review process, which promotes the establishment of a records management and disclosure plan at the beginning of a project.

Title	Application Description	Type	Agency	Status
AADConnect			KCIT	Application: In Production
ABT Interfaces (EBS/PeopleSoft) - DOT	Shared front-end to data Interface applications: M5/ HASTUS/ EAM and PeopleSoft/EBS	Custom (Bespoke)	KCM	Application: In Production
ACANO	ACANO is an appliance that is used to support integration between Skype and Cisco conferencing systems used in the courts.	Commercial-off-the-Shelf (COTS)	KCSC	Application: In Production
Accela - Selectron IVR to Accela	Interface from IVR to Accela.	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
Accela Civic Platform	Accela Civic Platform - Land Management & Licensing & Case Management Systems	Software as A Service (SaaS)	DLS	Application: In Production
Accela GL Interface	Interface component between Accela and ABT	Custom (Bespoke)	DLS	Application: In Production
Access and Outreach	10052023: Proposed 2023/24 project to replace app. Captures various data elements from DPH staff field encounters. We track applications received for health insurance, basic food, orca LIFT, and more. We then follow-up to ensure applications were approve	Custom (Bespoke)	DPH	Application: In Production
Accident Inventory (aka Collisions)	A point GIS feature class representing locations of collision. Tied to the CLAS database from Mobility	Custom (Bespoke)	DLS	Application: In Production
Accurint LexisNexis	Risk Solution. A direct connection to current public records. Detect fraud. Verify identities. Conduct investigations.	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Active Directory - KingCounty.lcl	Core Identity and access management system.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Active Directory - KC.WWW	DMZ Active Directory	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Active Directory - KCM.PAN	KCPAM DOT Active Directory. Vendor has joint access and Domain Admin access.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Active Directory - KCPAS	DMZ Active Directory	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Active Directory - PH	PH.lcl forest Active Directory	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Active Directory - PS - KCSO - KCRA		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
ADAudit Plus	Active Directory Audit Tool	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Address Search Web Service	The Web service makes it possible for applications on any server to easily access specific search and GIS functions on KCGIS servers in a secure manner.	Custom (Bespoke)	KCIT	Application: In Production
ADFS - Applications	ADFS for Applications	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
ADFS - Automation			KCIT	Application: In Production
ADFS - Azure			KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
ADFS - Office 365	ADFS for Office 365	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
ADManager Plus	Active Directory Reporting and Configuration Tool	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Adobe AEM-DAM Platform	Adobe AEM Product - Cloud based asset management	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Adopt A Road web map		Custom (Bespoke)	DLS	Application: In Production
Adult Spectrum	Access DB - DPH supports.	Shrinkwrap	DPH	Application: In Production
Advocacy	Advocacy	Client Side Application	PAO	Application: Retired Read Only
AFIS - Alert	Receives requests for latent print processing and/or examination, retrieve latent examination reports (accessed via Ingress)	Custom (Bespoke)	KCSO	Application: In Production
AFIS - Training Database			KCSO	Application: In Production
AFIS IT Service Requests	Logging system for AFIS IT help tickets	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
AFIS LiveScan Interface	Interface between DAJD SIP/SeaKing and AFIS Livescan via BizTalk	Enterprise Platform / Middleware	KCSO	Application: In Production
Agency Report Tool BHRD	Provides limited reporting capability on the RSN Mental Health database to participating providers.	Custom (Bespoke)	DCHS	Application: In Production
Agiloft Contract Tracking (DCHS)		Software as A Service (SaaS)	DCHS	Application: In Production
Agiloft Contract Tracking (DNRP - Parks)	Contract tracking SaaS solution. This is the DNRP instance.	Software as A Service (SaaS)	DNRP	Application: In Production
Agiloft Contract Tracking (DNRP - SWD)		Software as A Service (SaaS)	DNRP	Application: In Production
Agiloft Contract Tracking (DNRP - WLRD)	Contract tracking SaaS solution. This is the DNRP WLRD instance.	Software as A Service (SaaS)	DNRP	Application: In Production
Agiloft Contract Tracking (DPH)	10052023: Vendor hosted SaaS - DPH instance does not use SSO. Contains contract information for DPH. SciQuest is the vendor.	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
AgLandUseCollector		Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
AGPM - AD Advanced Group Policy Management			KCIT	Application: In Production
AGS Map Service Data Source Inventory	Scripts for investigating and reporting out map service objects and manifest information for development and production ArcGIS Servers	Custom (Bespoke)	KCIT	Application: In Production
Aha! Roadmaps	Set strategy, prioritize features, and share visual plans.	Software as A Service (SaaS)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Airport Cityworks	Cityworks is an Asset Management System that is being used by DOT's Airport Division for the King County Internation Airport (KCIA).	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Airport Noise Abatement System		Software as A Service (SaaS)	DES	Application: In Production
Amazon Web Services - Cloud Platform	Cloud Platform	Platform as a Service (PaaS)	KCIT	Application: In Production
Anthem	King County Recorders integrated recording system	Commercial-off-the-Shelf (COTS)	DES	Application: Retired Read Only
Any Connect - Cisco			KCIT	Application: In Production
APDE Store DB	10132023: Alastair Matheson - We are in the process of moving all data from PH_APDEStore on both KCITSQLPRPDBM50 and KCITSQLUTPDBH51 because those servers are being retired soon. Therefore I do not expect we will need that DB in 2025 either	Enterprise Platform / Middleware	DPH	Application: In Production
APOLLO MLAB	10032023: Last upgraded to 2019 WIN on-prem server. App fully vendor supported. Vendor app that captures PH Lab specimen and billing info for internal and external clinics	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
Appeals	Respond and track valuation and exemption appeal response	Custom (Bespoke)	DOA	Application: In Production
Appellate	Appellate Unit Access Database. Logs opinions made on court cases.	Client Side Application	PAO	Application: In Production
Application Health, Systems Monitoring and Telemetry	This is a "dashboard" type application with a web-based interface that will allow for the monitoring.	Custom (Bespoke)	KCIT	Application: In Production
APS2	Finance and Business Operations - Portfolio Management Solution	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
AR Pro (Accident Reconstruction Pro)	car accident / crash / collision reconstruction (legacy)	Shrinkwrap	KCSO	Application: In Production
ARAS 360	crime / accident scene drafting and 3D modeling application	Shrinkwrap	KCSO	Application: In Production
ArcGIS Desktop		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
ArcGIS Enterprise	ArcGIS Enterprise is a full-featured mapping and analytics platform that includes a powerful GIS server plus dedicated web-based GIS infrastructure to organize and share your work.	Platform as a Service (PaaS)	KCIT	Application: In Production
ArcGIS Enterprise KCSO	Separate CJIS installation of ArcGIS Enterprise , a full-featured mapping and analytics platform that includes a powerful GIS server plus dedicated web-based GIS infrastructure to organize and share your work.	Platform as a Service (PaaS)	KCSO	Application: In Production
ArcGIS Enterprise PAO	Separate CJIS instance of ArcGIS Enterprise for PAO, a full-featured mapping and analytics platform that includes a powerful GIS server plus dedicated web-based GIS infrastructure to organize and share your work.	Platform as a Service (PaaS)	PAO	Application: In Production
ArcGIS Online	ArcGIS Online is a cloud-based mapping and analysis solution. Use it to make maps, to analyze data, and to share and collaborate. Access workflow-specific apps, maps, and data from around the globe, and tools for being mobile in the field. Data and maps a	Platform as a Service (PaaS)	KCIT	Application: In Production
ArcGIS Server		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Arson Database	Arson Database - Access	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Assessment Center BHRD	Assessment Center Application	Custom (Bespoke)	DCHS	Application: In Production
Assessor Tables Data Replication	Load Assessor tables from MAINT database to GIS Enterprise Data Warehouse locations: enterprise geodatabases GISSQLKC.PLIBRARY and GISSQLPUB.PLIBRARY, and \\gisdw\kclib\plibrary2 shapefile library. Assessor Tables Extract to DBase Innotas entry has been c	Custom (Bespoke)	KCIT	Application: In Production
ATLAS / Schedule Anywhere	Time, attendance and scheduling management	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
ATLAS / Schedule Anywhere DPH	10032023: Vendor hosted SS. JHS uses and confirms it is regularly upgraded by the vendor. Time, attendance and scheduling management	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Audio Codes Element Management Service			KCIT	Application: In Production
Auto TURN & Sharpesoft	AutoTURN is used to confidently analyze road and site design projects including intersections, roundabouts, bus terminals, loading bays, parking lots or any on/off-street assignments involving vehicle access checks, clearances, and swept path maneuvers.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
AutoCAD Network License Manager	License Manager for AutoCAD design and documentation software. Users are: Airport, KCM, DLS, and DNRP	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Automated Traveler Information System	ATIS (Automated Transit Information System) allows public transportation organizations to provide quick telephone and web-based trip planning and information services to passengers.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
AVST - Enterprise	Automated Attendant and Voicemail services	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
AVST - RALS/Elections		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
AWARE NISTPack	Standard-compliant reading, writing, editing, and validation of fingerprint image files	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
AWS Connect	AWS Call Center Application	Software as A Service (SaaS)	KCIT	Application: In Production
Axway SecureTransport - Enhanced Managed File Transfer Gateway	Provides secure encrypted file transfer from between internal and external resources.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Azara	7/25/19: Azara is free 5 year subscription website application that receives EPIC data and provides access to dashboard and report metrics for STD Clinic, Mobile Van. Application approved by CPRES, had KCIT review. 08242023: Funded by WA State DOH.	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Azure API Management Module			KCIT	Application: In Production
Azure DevOps	Microsoft Azure DevOps is a Source Control and Agile management solution. DevOps + Subscription	Software as A Service (SaaS)	KCIT	Application: In Production
B2C - Azure	B2C Azure Product to support logins	Custom (Bespoke)	KCIT	Application: In Production
Ballot Return Statistics	To display ballot return statistics	Custom (Bespoke)	KCE	Application: In Production

Title	Application Description	Type	Agency	Status
Ballot Tracker	To display the status of ballot to public	Custom (Bespoke)	KCE	Application: In Production
Batch Tracker	To track batches for the tabulation system	Custom (Bespoke)	KCE	Application: In Production
BD Pyxis Med Dist. JHS AHS Pharmacy (aka Carefusion)	2024: Pyxis machine is a medication dispensing device - used in Jails (KCCF and MRJC) for after-hours access to medications by RNs when pharmacies are closed. Interfaced from FSI to the BD Pyxis Medication Dispensing cart. BD vendor support: 1-844-823-543	Software as A Service (SaaS)	DPH	Application: In Production
Beaver Dam Sighting Survey		Custom (Bespoke)	DNRP	Application: In Production
Behavioral Health Recovery Division System BHRD	RSN Mental Health Database. A collection of Informix 4GL applications (85), automation scripts (50) and a database of 650 tables, 160 stored procedures and 250M+ rows of data used to support the King County Regional Support Network Mental Health program.	Custom (Bespoke)	DCHS	Application: In Production
Bi-Cycle KPI Management Tool	Maintenance and Reliability Analysys Tool	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Bi-Directional Antenna Viewer	ArcGIS Online Web Application that allows users to locate, identify information for bi-directional antenna in King County from desktop or in the field using mobile device. Users also can measure bearing and distance from where they stand to specific anten	Custom (Bespoke)	KCIT	Application: In Production
BIBI Habitat Collector		Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
BioSP	Mobile ID Reporting / Routing server	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
BizDocs	Back end attributing editing application for the Roads Map Vault	Commercial-off-the-Shelf (COTS)	DLS	Application: Retired Read Only
BlueTeam	Discipline management software	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Bond Edge	Investment portfolio management - Mike Smith	Software as A Service (SaaS)	DES	Application: In Production
Bond Tracker	Application for tracking bonded roads and associated data	Custom (Bespoke)	DLS	Application: In Production
Bosch CDR - Crash Data Retrieval Tool	Retreive crash data from vehicle "black boxes"	Shrinkwrap	KCSO	Application: In Production
Brady List	Brady List	Client Side Application	PAO	Application: Retired Read Only
Breast Cervical Colon Health (BCCHP)	10062023: BCCHP continues the use of the state hosted system and request enhancement.		DPH	Application: In Production
Bridge		Client Side Application	KCSC	Application: In Production
Bridges of King County	Bridge inventory for Roads-owned bridges and attributes	Custom (Bespoke)	DLS	Application: In Production
Brightwater Process Instrument database and reports	Enables loading groundwater level data from monitoring points along Brightwater conveyance system, and produces hydrologic reports	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
BTA	manage state appeal data, hearing date/time, and board decisions	Custom (Bespoke)	DOA	Application: In Production
Budget Monitor	Payroll Budget Monitor	Client Side Application	PAO	Application: In Production
Building Technologies	Siemens Building Technologies. Power & Facilities HVAC System runs on a single database/application server.	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Bus configuration data for TSP operations	Databases to support the generation of bus configuration data for TSP operations.	Custom (Bespoke)	KCM	Application: In Production
Buscaminos	Spanish version of Trail Finder	Custom (Bespoke)	DNRP	Application: In Production
BUSINESS LICENSING	The Business License system is used for processing 3 types of licenses; ForHire (taxi and Limo drivers), Animal related Business, and Process Servers. Functionality includes calculating fees, dates, and full reporting.The system is an Accss front end	Custom (Bespoke)	DES	Application: In Production
Business Objects	SAP Business Objects Business Intelligence platform is an integrated suite for reporting, analysis, and information delivery primarily through the use of Crystal Reports. This application is also a major component of the Fleet Focus M5 application.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
C3 Fiber Viewer		Custom (Bespoke)	KCIT	Application: In Production
CA ERWIN	ERWIN Data Modeler	Shrinkwrap	KCIT	Application: In Production
CA XOSoft		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
CAD - Command CAD	Primary 911 dispatch system	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
CAD - MobileCOM	Mobile version of 911 dispatch system	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
CAD - Web CAD	Web interface "light" version of CommandCAD 911 dispatch	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
CAD Maverick LVS Mapping	Address and patrol vehicle GIS mapping for 911 dispatch	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
CAD/Crash Zone	CAD crime and accident scene drafting software	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Candidate Conservation	Managing DNRP potential future property aquisitions	Custom (Bespoke)	DNRP	Application: In Production
Candidate On Ballot	To display candidate information to public	Custom (Bespoke)	KCE	Application: In Production
Capacity Charge and Escrow	An automated system for the collection of escrow request receipt and responses. This project aims to create a continuously updated database which integrates GIS parcel information. This application will be public-facing and support customer service effort	Custom (Bespoke)	DNRP	Application: In Production
Capital Management and Reporting System	Project and Portfolio Management System combined with a Contracts Management System. There is a requirement for data from EBS on a periodic basis that is picked up from SFTP and loaded by the business.	Software as A Service (SaaS)	KCM	Application: In Production

Title	Application Description	Type	Agency	Status
Carfax	Alternate to VINAssist to look up VIN numbers	Shrinkwrap	KCSO	Application: In Production
CASA	Court Appointed Special Advocate system to manage family cases involving children and the volunteers	Custom (Bespoke)	KCSC	Application: In Production
Cascades	WA State DOH application in support of DPH WIC Program. Web link access, hosted system supported by WA DOH	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Case Management Info System (CMIS)	Case management information system that provides real-time dashboards, query-able data, and the ability to process payments, client incentives, and vendor payment vouchers.	Platform as a Service (PaaS)	DCHS	Application: In Production
Caselle	Cashiering Software - Lulu St John	Custom (Bespoke)	DES	Application: In Production
CaseView		Client Side Application	KCSC	Application: In Production
Cash Management	Clipper app to accept fees in Budget and Accounting	Custom (Bespoke)	KCSO	Application: In Production
CCS Crisis and Commitment Services BHRD	Crisis and Commitment Services involuntary commitment client management system.	Custom (Bespoke)	DCHS	Application: In Production
CCS Crisis Commitment Services Reports BHRD	CCS reporting application	Custom (Bespoke)	DCHS	Application: In Production
CCS Utilities BHRD	CCS Utilities application. Used for miscellaneous functions such as the daily client log and DMHP scheduling.	Custom (Bespoke)	DCHS	Application: In Production
CD EPI Syndromic Surveillance	Used by CDEPI (Atar Baer) built by Curt Drake. 08232023: This is a process not an application (per Curt)	Custom (Bespoke)	DPH	Application: In Production
CDBG Comm Dev Block Grant CSD	Community Development Block Program system. Part of the Housing and Community Development (HCD) group. Assoc w/HCD	Custom (Bespoke)	DCHS	Application: In Production
Cedar River Flood Level Viewer		Custom (Bespoke)	DNRP	Application: In Production
Census (ACS) Data Maintenance	Workflow and scripts for importing American Community Survey data, creating tables, managing layer files and creating metadata	Custom (Bespoke)	KCIT	Application: In Production
CERTIFICATION	Certify assessed value and calculate the tax for Real Property and Personal Property.	Custom (Bespoke)	DOA	Application: In Production
Chameleon	Chameleon is the primary line of business software for Regional Animal Services of King County.	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Chemical Dependency Involuntary Treatment Services BHRD	Chemical Dependency Involuntary Treatment Services Application.	Custom (Bespoke)	DCHS	Application: In Production
Cherwell Service Desk Software	King County's ITSM Tool.	Software as A Service (SaaS)	KCIT	Application: In Production
Cherwell Trusted Agent	• Acts as a proxy for communication between a (Cherwell) Trusted Agents Hub and one or more Private Resources of a given type. KCIT Private Resources connections include: o Active Directory (AD imports) o SCCM (Inventory imports) o Innotas	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Child Interview Database	Child Interview Database	Client Side Application	PAO	Application: Retired Read Only

Title	Application Description	Type	Agency	Status
Child Interview Historical Records	SQL DB + SSRS report. Searchable archive of child interview records from previously used systems (META, Access DB)	Custom (Bespoke)	PAO	Application: In Production
Childrens Hospital EReferral	This is a external patient referral application hosted by Children's with no KCIT dependancies.	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Cisco WebEx	Cisco Call Center Application	Software as A Service (SaaS)	KCIT	Application: In Production
CITY_3CO_AREA Build	CITY_3CO_AREA and CITY_3CO_UNINC_AREA geoprocessing workflows	Custom (Bespoke)	KCIT	Application: In Production
Civicore Mentoring SaaS System	https://kingcountymentoring.civicore.com/	Software as A Service (SaaS)	DHR	Application: In Production
Civil Serve	Warrant management	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Classification Management Systems Front End Tool	Classification Management Systems Front End Tool	Custom (Bespoke)	DHR	Application: Retired Read Only
Clear Zones	This application is for viewing the Clear Zones data. The data depicts point locations of common traffic objections on (tier 1 and 2 only) King County owned right of ways. Obstructions types are buildings, bus stops, fences, fire hydrants, junction boxe	Custom (Bespoke)	DLS	Application: In Production
Client Complaints JHS	01102024: Still looking for replacement. 10032023: Angela Hosking confirmed that JHS will no longer use this system at the end of 2023. JHS is looking at alternative solutions. Tracks client/inmate complaints/grievances from the JHS locations - applicati	Custom (Bespoke)	DPH	Application: In Production
Client Track DDD	Developmental Disabilities Division primary client tracking and billing system. Vendor system.	Software as A Service (SaaS)	DCHS	Application: In Production
Clobba Queue Manager	Provides Queue Managers with self-service to manage their own Call Queues and Auto Attendants	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Clobba Range Manager	DID Management tool utilized by the UC team	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Clobba Real Time	Provides Queue Managers and UC team with self-service reporting for Call Queues and Auto Attendants	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
COCASA	Support Dept/Support Team - DPH - Child Profile Immunization Registry (DOH). Call DOH for issue support.	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Code RED	Code Red is an emergency management and alerting system used by OEM (and its partners) primarily to communicate with the public and other govt agencies re: important or dangerous events.	Hosted - Ext - No KC Tech Dependencies	DES	Application: In Production
CodeSource	HPC's CodeSource®, the ultimate code retrieval program is actually 8 programs in 1! We all know the importance of offering code-cut keys; it is what separates key cutters from locksmiths. At the heart of every locksmith shop is the code program, a vital a	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
CollectiveQuartermaster	Asset tracking and management tool designed specifically for law enforcement agencies. Assets being tracked include Pistols, Rifles, Tasers, Ballistic Vests, Radar/Lidar, Respirators, GPS devices, Computer Equipment, Satellite Phones, Other small attracti	Software as A Service (SaaS)	KCSO	Application: In Production
Collibra Enterprise Data Catalog	A data catalog inventories and organizes all of an organization's data assets. A data catalog uses metadata to help data professionals discover, understand, trust and manage their data for governance or business purposes. It is a SaaS solution and will b	Software as A Service (SaaS)	KCIT	Application: In Production
COMMON_INTEREST Maintenance	COMMON_INTEREST_POINT geoprocessing workflow for creating new master object as well as impacted child objects.	Custom (Bespoke)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Communicable Disease Outbreak HCV Tracking CDDB	Custom built DPH DB that tracks Comm Disease and outbreaks. DB is called PHPrevention7 Tahoma. Tracks HepC. 08242023: check with Curt Drake - This is a process, not an application.	Custom (Bespoke)	DPH	Application: In Production
Community Corrections	DAJD Community Corrections Case Management System	Custom (Bespoke)	DAJD	Application: In Production
Community Salmon Investigation	Volunteer data entry website for detailed information on salmon mortality	Custom (Bespoke)	DNRP	Application: In Production
Commuter Van Online Orientation	A web service used be a external vendor to determine driver qualification status	Custom (Bespoke)	KCM	Application: In Production
Comodo	Internet/Intranet certificate	Software as A Service (SaaS)	KCIT	Application: In Production
Compensation Management Services - Internet App	Compensation Management Services - Internet App	Custom (Bespoke)	DHR	Application: In Production
Compute Sandbox		Software as A Service (SaaS)	KCIT	Application: In Production
Conductivity Temperature Depth Data Loader	Allows field staff to load the CTD data to the database maintained at the King Street Center.	Custom (Bespoke)	DNRP	Application: In Production
Conductivity Temperature Depth Data Viewer	View sampling locations and extract marine CTD profile data which includes such parameters such as temperature, dissolved oxygen, salinity, density, etc.	Custom (Bespoke)	DNRP	Application: In Production
Conservation Futures	To manage Conservation Futures applications, allocations, and parcels	Custom (Bespoke)	DNRP	Application: In Production
Contact	There's a \"comments\" link on every page of the King County Website. The link leads to a comment form. This application takes the url of the referring page, and if its database singles out a contact person for the referring page, then the email generated	Custom (Bespoke)	KCIT	Application: In Production
Contact Admin		Custom (Bespoke)	KCIT	Application: In Production
Contact Us Application	This application received input from the public and sends through web service to XRM/CRM. Components include the web app (kingcounty.gov contact us) and a service to allow submission from remote apps.	Custom (Bespoke)	KCIT	Application: In Production
Continuum Facility Security	Supports access to the Central Base parking garage. System that receives security alarms from monitored sites (panic alarms, door held open), controls access to monitored facilities (lock and unlock doors) and calls up cameras from site maps	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
ConTrack	Roads uses this application to view and store contractual documents related to Roads projects.	Custom (Bespoke)	DLS	Application: In Production
Contract Tracking CDCT BHRD	MHCADSD contract tracking application.	Custom (Bespoke)	DCHS	Application: In Production
Contract Tracking CSD	Contract management application used to create, track and monitor CSD service contracts. (assoc w/ Report Card, CSDDocUSign)	Custom (Bespoke)	DCHS	Application: In Production
Control-M Helix Enterprise	Automated job scheduling and WorkLoad Automation	Software as A Service (SaaS)	KCIT	Application: In Production
Coplogic	Self-reporting for citizens	Enterprise Platform / Middleware	KCSO	Application: In Production
Core ECR	Electronic records respository	Custom (Bespoke)	DJA	Application: In Production

Title	Application Description	Type	Agency	Status
Correspondence Database	Used by customer service staff to record work done in responce to requests for information from the public Same as electronic records request (ERR) component.	Custom (Bespoke)	DJA	Application: In Production
CoStar	Provides building-specific information through a proprietary database of commercial transactions	Software as A Service (SaaS)	DOA	Application: In Production
County Archives Records Database (RFS 3687)	County Archives Records Database System (CARDS) which is built on a SQL backend with an Access interface	Custom (Bespoke)	DES	Application: Retired Read Only
COVID - Tableau AWS	A temp install of Tableau in AWS to support COVID efforts	Platform as a Service (PaaS)	KCIT	Application: In Production
COVID 19 Tracker (MEO) - Request to DC	A COVID data collection and aggregation system with a long term data view. 08242023: Submitted request to decommission as it is no longer used.	Platform as a Service (PaaS)	DPH	Application: In Production
COVID Health Management - Request to DC	A set of Dynamics systems that support the COVID response. Efforts as of 4/16/2020 include: IQ Bed Tracker (DCHS) PICC App DES Business Call Center 08242023: Request to DC as per Kristi Korolak.	Platform as a Service (PaaS)	DPH	Application: In Production
COVID IQ Bed Management	Application used by DCHS to manage the assignment, occupancy, and sanitation of isolation and quarantine bed units as part of COVID-19 response.	Software as A Service (SaaS)	DCHS	Application: In Production
COVID Voice Scheduler	AWS Voice Scheduler - using APIs to Dynamics and presenting AWS Polly Voice framewor	Custom (Bespoke)	KCIT	Application: In Production
CPL (Concealed Pistol License) database	Managing consealed pistol licensing and fee collections	Custom (Bespoke)	KCSO	Application: In Production
CRIMES2	DAJD Mugshot System. this is a vendor supported applicaiton (Imageware).	Software as A Service (SaaS)	DAJD	Application: In Production
Criminal Investigations	MS Access - CIU Investigations Mgmt System	Custom (Bespoke)	DAJD	Application: In Production
Crisis Diversion Facility	Crisis Diversion Facility	Client Side Application	PAO	Application: In Production
Crisis Triage Unit BHRD	Crisis Triage Unit application	Custom (Bespoke)	DCHS	Application: In Production
CSIBridge	Modeling, analysis and design software for bridge structures. Enables Roads to review technical specifications of bridge designs that have been created internally and externally. It ensures RSD meets federal standards for design and construction.	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
Cultural Resources	GIS-based application and database used to view, map and edit cultural resources sites in King County.	Custom (Bespoke)	DLS	Application: In Production
Cultural Resources Database	Access Database used by Roads Archaeologist to track sensitive area locations	Client Side Application	DLS	Application: Retired Read Only
Current Use	manages the current use exemption program and value properties based on program rules and regulations	Custom (Bespoke)	DOA	Application: In Production
Customer Assistance Tracking System	Customer Assistance Tracking System	Custom (Bespoke)	DLS	Application: In Production
Customer Comments and Contacts	Salesforce integration	Software as A Service (SaaS)	KCM	Application: In Production
Customer Service Tracking and Community Relations	CRM application to track projects, community outreach and issues for DOT Community Relations	Platform as a Service (PaaS)	KCM	Application: In Production

Title	Application Description	Type	Agency	Status
Customer Service Virtual Attendant	System to allow voice interaction with applications via APIs	Custom (Bespoke)	KCIT	Application: In Production
Customer Tracking	customer service customization for Superior Court	Platform as a Service (PaaS)	KCSC	Application: In Production
D&C Records Center Web Application	Database to track project management of Design and Construction projects.	Custom (Bespoke)	KCM	Application: In Production
Daily Cash			KCSO	Application: In Production
Data Acquisition Project On Time Reporting	This application is used for on-time reporting. It holds up to three years' worth of performance data, after which the data is archived. The application reads performance data in the INIT MOBILEstatistics database. 5/13 This legacy module (misnamed as	Custom (Bespoke)	KCM	Application: In Production
Data Analytics Systems	This is a database environment to support Data Service / Data Analytics. These databases are essentially sandboxes for data analysts who need a supported environment to download data from existing sources and create their own data and data objects to ord	Enterprise Platform / Middleware	KCIT	Application: In Production
Data Center (DCIM)	Data Center Management? - Infr Systems and locations in datacenter		KCIT	Application: In Production
Data Hub DAJD			DAJD	Application: In Production
Data Services Sandbox		Software as A Service (SaaS)	KCIT	Application: In Production
Database Key Words	Scripts to parse and format separately maintained table of database keywords into static webpage reports.	Custom (Bespoke)	KCIT	Application: In Production
Datamaxx Omnixx Force Web	Web based application to access Nlets, FBI NCIC, and State Sources for law enforcement, criminal justice, and public safety users. This solution is used by DAJD, PAO, KCSC and KCSO.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
DDDI Client Track - State Interface	Developmental Disabilities Division Interface. Used to pre-process the billing files loaded into ClientTrack.	Custom (Bespoke)	DCHS	Application: In Production
Death Certificate Control	10162023: Curt: Framework still supported - no need to replace. Windows Presentation Foundation (WPF) application; Visual Studio 2017; .NET 4.6.2 Vital stats app that captures current and archived KC death certificate images and data.	Custom (Bespoke)	DPH	Application: In Production
Debt Manager	Bond portfolio management - Mike Smith	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
DeletePLIBRARYData.py	Delete datasets from PLIBRARY, include taking a backup and updating associated control table.	Custom (Bespoke)	KCIT	Application: In Production
Describe FeatureClass Schema	Compares schema across maintenance and production objects, producing a report summarizing any differences and documenting other potential pre-posting issues.	Custom (Bespoke)	KCIT	Application: In Production
Desktop Central	Desktop central provides remote control, security patching, inventory and reporting capabilities for over 300 workstations and servers.	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
Destination Tool	App and DB for determining Destinations for Route Patterns	Custom (Bespoke)	KCM	Application: In Production
Detention Billing	This application supports the DAJD billing function for the department. DAJD contracts with 37 agencies for detention services.	Custom (Bespoke)	DAJD	Application: In Production

Title	Application Description	Type	Agency	Status
Determinants of Equity and Data Tool	As part of our work to become a welcoming community where every person can thrive, King County has identified 15 determinants of equity outlined in Ordinance 16948. These population-level indicators help us better understand disparities and opportunities	Platform as a Service (PaaS)	KCEO	Application: In Production
Development Tools		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
DEXIS MEO Dental XRay	10062023: Fully vendor supported. Dental xray machine at the MEO.	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
DFS - DOT			KCIT	Application: In Production
DFS - Enterprise			KCIT	Application: In Production
DHCP - Enterprise	Dynamic Host Configuration Protocol. Provides dynamic IP addresses to workstations.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
DHR Enterprise Laserfiche	King County's Enterprise HR application for electronic storage and digitization of Human Resource employee records.	Software as A Service (SaaS)	DHR	Application: In Production
DHR Health Care Benefits Warehouse	Healthcare Tracking System is externally hosted with no KCIT interaction. At go-live there are no interfaces.	Hosted - Ext - No KC Tech Dependencies	DHR	Application: In Production
DHR LearnOps	LearnOps Software by Cognota is a on-demand digital training management and monitoring framework.	Software as A Service (SaaS)	DHR	Application: In Production
Digital Crimescene (Latent)	Electronic storage for evidentiary digital images (latent prints)	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Digital CrimeScene DIMS	Stores case photos electronically	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Digital Evidence	Streamline management, storage and sharing of all your digital evidence.	Software as A Service (SaaS)	KCIT	Application: In Production
DISA	Detention Intake Screening Assessment system used by YSC screening intake JPCs to perform risk assessments on juveniles	Custom (Bespoke)	KCSC	Application: In Production
Discretionary	Tracks discretionary requests for traffic operations services from contract cities.	Custom (Bespoke)	DLS	Application: In Production
Dispatch	Transit bus dispatching and yard managing system.	Custom (Bespoke)	KCM	Application: In Production
Dispensary OH	10062023: Curt-cFramework still supported. No need to replace. Windows Forms application; Visual Studio 2022; .NET 4.7.2; C# Tracks/reconciles non controlled drug inventory at PHCs and also Preparedness disaster recovery inventory. Two GUIs with shared D	Custom (Bespoke)	DPH	Application: In Production
District and Development Conditions Reports		Custom (Bespoke)	KCIT	Application: In Production
District Court	District Court	Client Side Application	PAO	Application: Retired Read Only
District Court Online Records	Electronic court records	Custom (Bespoke)	KCDC	Application: In Production

Title	Application Description	Type	Agency	Status
Districts and Development Conditions Report	King County GIS Center Districts and Development Conditions Report application generates reports using spatial queries on select GIS layers available in the Spatial Data Warehouse. Search results include electoral districts, planning designations, critica	Custom (Bespoke)	KCIT	Application: In Production
Diversity Compliance Management System (DCMS)	Diversity Compliance Management System (DCMS) Comprised of: LCPtracker and B2Gnow	Software as A Service (SaaS)	DES	Application: In Production
DLS Permitting CRM	Application used by DLS for standard contact relationship management.	Software as A Service (SaaS)	DLS	Application: In Production
DnC Project Management		Custom (Bespoke)	KCM	Application: In Production
DNS - Internal - Enterprise	Domain Name System. Translates friendly computer or website names with IP addresses.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
DNS - Public - AWS Route 53	External DNS Management System.	Enterprise Platform / Middleware	KCIT	Application: In Production
Docket Call	Displays the daily court calendars mounted on the walls for the public	Commercial-off-the-Shelf (COTS)	KCDC	Application: In Production
DocumentDirect	Browser based-Report searching, viewing and retieval		KCIT	Application: In Production
Domestic Violence	Domestic Violence	Client Side Application	PAO	Application: Retired Read Only
Dragon Naturally Speaking	Verbal dictation	Shrinkwrap	KCSO	Application: In Production
DUI Monitor (DC)	DUI Monitor (DC)	Client Side Application	PAO	Application: Retired Read Only
Duvall Water Balance	Access VBA application (SQL Server backend) used for uploading, managing, and analyzing data for the Duvall landfill project	Custom (Bespoke)	DNRP	Application: In Production
DVForms Database	DVForms Database	Client Side Application	PAO	Application: Retired Read Only
Dynamics Online	Microsoft 365 Platform Dynamics Online	Software as A Service (SaaS)	KCIT	Application: In Production
Dynamics Portal	Dynamics base configuration for Portal implementation for the agency applications instance	Platform as a Service (PaaS)	KCIT	Application: In Production
E-Mitigation	This system allows users to contest infraction without the need of come to the court. They have 3 options: (1) payment, (2) request a mitigation online hearing to explain the circumstances, or (3) request a contested hearing	Custom (Bespoke)	KCDC	Application: In Production
E911	Routes E911 calls to correct PSAP for SKYPE	Software as A Service (SaaS)	KCIT	Application: In Production
E911 MSAG Access DB	E911 Application	Custom (Bespoke)	KCIT	Application: In Production
E911 Street Address Guide	The program allows import of emergency service addresses from a CD. Staff make edits to the routes being served. They run queries and reports to enable emergency workers to check on the routes.	Custom (Bespoke)	KCIT	Application: In Production
eAppeals	Allow taxpayers to file valuation appeals online	Custom (Bespoke)	DOA	Application: In Production

Title	Application Description	Type	Agency	Status
Early Intervention Providers	Best Starts for Kids program: Public-facing web map allowing users to discover the service offerings of nearby agencies that provide services via the Best Starts for Kids program.	Custom (Bespoke)	DCHS	Application: In Production
Eastlake Sammamish Trail	Application to track external customer engagements related to the work to build the East Lake Sammamish Trail segments	Custom (Bespoke)	DNRP	Application: In Production
EasyCAD 7	Stripped down CAD utilities (legacy)	Shrinkwrap	KCSO	Application: In Production
EBS Integration Hub DCHS DIR	DCHS-EBSside system integration hub.	Custom (Bespoke)	DCHS	Application: In Production
EBS Interfaces DPH OH	10062023: This is the daily process (console application) that uploads financial data from EBS files that are dropped in a network share and is used by SIMS. This application has been upgraded to Visual Studio 2022 and is using the .NET 4.7.1 framework.	Enterprise Platform / Middleware	DPH	Application: In Production
EBS Link BHRD	Used by MHCADSD fiscal staff to batch and transmit vendor payment information to the county financial system (EBS). Used to be called ARMSLink.	Custom (Bespoke)	DCHS	Application: In Production
ECheck-In	Keeps track of parties as they move in/out of courtrooms for their hearings.	Custom (Bespoke)	KCSC	Application: In Production
eCivis	SaaS implementation of a grants management solution for federal grant fund distribution by PSB	Software as A Service (SaaS)	DES	Application: In Production
ECLS Extended Client Lookup System BHRD	Extended Client Lookup System. Read-only client information from the RSN mental health database.	Custom (Bespoke)	DCHS	Application: In Production
eCommerce Payment Service (Azure)	eCommerce Payment Service - service layer supporting storefronts and KC agencies.	Custom (Bespoke)	DES	Application: In Production
Econolite Traffic Controller		Hosted - Ext - No KC Tech Dependencies	DLS	Application: In Production
eCourt	Case Management System	Commercial-off-the-Shelf (COTS)	KCDC	Application: In Production
ECR Online Admin web site	This site is for the Manager group to monitor and perform admin tasks for the ECR online main application.	Custom (Bespoke)	DJA	Application: In Production
ECR Reports	Extracts data for production statisticsClerks - docketing statisiticsCase Processing - indexing / docketing statistics	Custom (Bespoke)	DJA	Application: In Production
eData	access to download raw real property data	Custom (Bespoke)	DOA	Application: In Production
EDMS - Electronic Document Management System (EDMS)	The electronic document management system (EDMS) is King County's enterprise solution for managing working documents. Working documents are documents that are either scanned from paper or were generated electronically such as Word, Excel or PDFs that are	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Efiling	Allows electronic filing of certain types of documents - internal and external customers	Custom (Bespoke)	DJA	Application: In Production
Efiling Authentication	E-Filing user sign-up and authentication.	Custom (Bespoke)	DJA	Application: In Production
eForms (Form/Order template) for eOrders and EFiling	DJA provides eForm control - the web server control for eOrders (SC) and E-Filing (DJA) web application to allow judge, commissioner, e-filer users to build and/or efile the form/order document. Additionally, DJA provides web-based eFormAdminTool for temp	Custom (Bespoke)	DJA	Application: In Production

Title	Application Description	Type	Agency	Status
eGov - DCE Project Intake		Custom (Bespoke)	KCIT	Application: In Production
EHS Portal	Portal accessed for EHS services, permit procurement, EHS service & status information. eCompliance is the vendor; Sends permit data to Envision Connect. Have VPN tunnel to Env Connect SQL Server	Infrastructure as a Service (IaaS)	DPH	Application: In Production
EHS Portal Upload To Socrata	Process to upload data to EHS Web Portal to restaurant inspection data. PHProcess01 - console app - process	Custom (Bespoke)	DPH	Application: In Production
Elections WebResults	WebResults To display election results	Custom (Bespoke)	KCE	Application: In Production
Electronic Clerks Minutes	http://dja-vm-webtest/djacourtcalendar/	Custom (Bespoke)	DJA	Application: In Production
Electronic Document Management System (EDMS) - Azure	The electronic document management system (EDMS) is King County's enterprise solution for managing working documents. Working documents are documents that are either scanned from paper or were generated electronically such as Word, Excel or PDFs that are	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Electronic Records Management System	The KC ERMS provides the county with a tool to manage, store and retrieve inactive records for public disclosure. It is also intended to dispose of records at the end of their retention period.	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Electronic Surveillance	Electronic Surveillance	Client Side Application	PAO	Application: Retired Read Only
Electronic Valuation Notices	allow taxpayers to receive electronic valuation notices rather then paper. Provides a list of their properties and valuation	Custom (Bespoke)	DOA	Application: In Production
ELEVATION Maintenance	Various scripts to manage data in support of orthophoto projects. Includes enhancement of existing layer to show horizontal accuracy analyses.	Custom (Bespoke)	KCIT	Application: In Production
Elsevier LMS	10032023: Looking for replacement system - LMS. Follow-up on EMS Strive LRS as a potential solution. Elsevier LMS - PaaS Solution that replaces HCCS for training DPH workforce on HIPAA concepts.	Software as A Service (SaaS)	DPH	Application: In Production
eMap	access to detail quarter sections maps in pdf format	Custom (Bespoke)	DOA	Application: In Production
Emergency Reporting	Emergency Reporting is a SaaS RMS service used by the King County Airport. Contact: William Butterfield	Software as A Service (SaaS)	DES	Application: In Production
Employee Giving Application and Program Tracking	Customization in Dynamics for the Employee Giving Campaign Application Process via the Portal	Custom (Bespoke)	DHR	Application: In Production
Employee Time Tracking System	DELPHI based application. Power and Facilities time tracking system integration with EAM. Time tracking system used by Power & Facilities to track hours worked for Power & Facilities staff.	Custom (Bespoke)	KCM	Application: In Production
EMS Access DB & QA Reports	Access DB used for QA reporting. Supported by DPH.	Shrinkwrap	DPH	Application: In Production
EMS Access DB - Archived Data	Archived datasets and Reports	Shrinkwrap	DPH	Application: In Production
EMS CASS Dataset Cardiac Arrest Surveillance Sys PARENT1	A data mining tool for analyzing cardiac arrests, the initial treatment and conditions. KCITPHVulcan01, DB CASS_Prod, CASS_Test	Custom (Bespoke)	DPH	Application: In Production
EMS CCR Defibrillator Systems CHILD1	Defibrillation units require these proprietary systems to extract data for analysis. Physio Control vendor: uses LifeNet & CodeStat data extraction software; and Phillips uses HeartStart defib data extraction software. EMS staff exports all vendor syst	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
EMS CP PAD AED Registry	Access database that collects 4 data elements from defibs and stores data in KC AED Registry DB (DB Name on Vulcan) - Public Access Defibrillators (PAD). Leah Doctorello, Dr. Rea	Custom (Bespoke)	DPH	Application: In Production

Title	Application Description	Type	Agency	Status
EMS EMD eCBD Criteria Based Dispatch Maintenance PARENT3	Support of Metia vendor for eCBD platform. Located in KC PAZ. If agency wants to run it locally, they can.	Custom (Bespoke)	DPH	Application: In Production
EMS EMD QI Support	Emergency Medical Dispatch Quality Improvement application. Jeremy Ward developer. KCITPHVulcan01, DB: EMDQI, PHReports01,20, PHProcess01, 20 servers	Custom (Bespoke)	DPH	Application: In Production
EMS Falls Prevention Dynamics	The Public Health EMS Falls Prevention system is a secure Dynamics website used to track King County EMS Falls patients that have utilized the EMS system and have fallen. The program offers assistance to citizens of King County that have fallen and met th	Platform as a Service (PaaS)	DPH	Application: In Production
EMS Image Source	Scanner software that Blake Harris uses.This COTS application was historically used to scan in medical incident report forms for EMS responses to cardiac arrest incidents in King County. Vendor Scanning application used for CASS, MIRF and EDMS	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
EMS IQ Desktop Document Indexing System	Vendor Scanning application used for CASS, MIRF and EDMS	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
EMS KCM1 Operative IQ Fleet Inv	KCM1 staff are currently using third party SaaS solution called Operative QI for fleet inventory. KCM1 is requesting to add a module for medication management to the existing system Operative QI.	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
EMS KCM1 Support: MOOL-FireMedNet-Vehicle, ESO CAD Interface, Hardware	Body of work that includes support of KC Medic One ESO CAD interfaces, Medic vehicles, Mgmt Server & Routers hardware. KCM1 Defibrillators . Vendor hosted..	Custom (Bespoke)	DPH	Application: In Production
EMS KCM1 Telestaff - TIP Interface	DPH Paramedic scheduling and time keeping system used in Medic1. Vendor is Kronos. Server: PHTSPROD01. Contact KCM1 MSO if App AHS issues 206-730-9450.	Custom (Bespoke)	DPH	Application: In Production
EMS Online CCR Data Upload	Data upload into CCR - CCR is hosted on EMS Online website	Enterprise Platform / Middleware	DPH	Application: In Production
EMS Online Core Platform PARENT4	This system provides online training for EMTs, Paramedics and Dispatchers providing the State required on-going training for recertification. It is subscription-based and is sold outside of King County.	Custom (Bespoke)	DPH	Application: In Production
EMS Online Paramedic Courses	This system provides online training for EMTs, Paramedics and Dispatchers providing the State required on-going training for recertification. It is subscription-based and is sold outside of King County.	Software as A Service (SaaS)	DPH	Application: In Production
EMS Online RQI Airway-Central Line Forms CHILD4	Grant funded project with the Airway application/reporting at it's core. Server: CF Dynamics vendor hosted	Custom (Bespoke)	DPH	Application: In Production
EMS Online Tuesday Series CHILD4	Tuesday Series are presentations related to emergency medical services given by doctors at HMC that are hosted on EMS Online 6/29/2017 - This is a body of work, not an application. It is treated as a customer project for TT purposes. 12/2/19: Decommis	Custom (Bespoke)	DPH	Application: In Production
EMS PAD AED Registry	An automated system for the AED Device registration for Individuals, Businesses and AED Management Companies. This project aims to create a continuously updated database. AED Registrations can be submitted via online registration form (https://kingcounty.	Custom (Bespoke)	DPH	Application: In Production
EMS RQI CAD -Dispatch Center Support	Body of Work: CAD/Dispatch center support (assist with CAD data feeds: support for web query/mobile)	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
EMS RQI Data Repository PARENT2	05022022: As per Dan A - The Data repository entry includes the ESO CAD data feeds. The CAD data feed is the only component of the Data Repository that is 24x7.	Custom (Bespoke)	DPH	Application: In Production
EMS Small Agency Systems	These EMS Systems are supported by ProdOps Platform Apps. The systems reside at remote EMS partner agency locations where there is no IT support.	Custom (Bespoke)	DPH	Application: In Production
Encompass Credentialing OH	Provider Credentialing Management System. Hosted.	Software as A Service (SaaS)	DPH	Application: In Production

Title	Application Description	Type	Agency	Status
Engineering Content Management System	Meridian is an engineering document and drawings management system that provides configurable workflows to streamline collaboration with all internal departments. Meridian software is the ultimate repository for consolidating all legacy and project-relate	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Engineering Records System	Database application to manage CAD drawings and associated metadata	Custom (Bespoke)	DNRP	Application: In Production
Enterprise Archive	This entry is to accommodate the separation of Archiving from Enterprise Backups, effective 8/2022 for the 2023 budget period.		KCIT	Application: In Production
Enterprise Asset Management System	EAM is the Asset & Work Management system (Enterprise Asset Management system). It is used by Power & Facilities to manage assets and work requests and processing. It is used by Transit Route Facilities to manage information about stop amenties and attr	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
Enterprise Backup Infrastructure			KCIT	Application: In Production
Enterprise Financial and Employee Data Integration Hub	EBS Financial and PeopleSoft Employee Data Hub for Data Integration with Subscribing Applications	Enterprise Platform / Middleware	KCIT	Application: In Production
Enterprise Geodatabase	Enterprise Geodatabases serve geospatial data to GIS users, applications and the ArcGIS platform across all agencies in King County. Geodatabases have a comprehensive information model for representing and managing geographic information. This comprehe	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Enterprise Informatica System	Core Data Service Toolset	Enterprise Platform / Middleware	KCIT	Application: In Production
Enterprise Integration Platform		Custom (Bespoke)	KCIT	Application: In Production
Enterprise Kubernetes Platform - Azure	Core Kubernetes Container Platform	Platform as a Service (PaaS)	KCIT	Application: In Production
Enterprise Network	On Prem and cloud connectivity.		KCIT	Application: In Production
Enterprise Raster Library	Manages control table for all enterprise raster objects. Rebuilds index for use in Image Chooser in Libtool and manages metadata for all raster objects.	Custom (Bespoke)	KCIT	Application: In Production
Enterprise Security	Holds systems / components supporting overall security	Hosted - Ext - No KC Tech Dependencies	KCIT	Application: In Production
Enterprise SQL	Enterprise SQL service	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Enterprise SQL DW	Azure DW Support Environment	Enterprise Platform / Middleware	KCIT	Application: In Production
Enterprise SSRS System	Enterprise SQL Server Reporting Service.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Enterprise SW Quality Assurance Env	VM Environment to support Test Automation	Custom (Bespoke)	KCIT	Application: In Production
Enterprise Web Infrastructure	Core Servers for public web		KCIT	Application: In Production
Enunciator Tool	App and DB for creating audio for bus routes. Mp3 files loaded into OBSCCS	Custom (Bespoke)	KCM	Application: In Production

Title	Application Description	Type	Agency	Status
Envision Connect	DPH EHS Accela (vendor) app that collects data for the Environmental Health program. Data on ENT SQL SVE server. App is on another App SVE server.	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
EOC COVID Capability Monitoring	A set of Dynamics systems that support the KC EOC COVID response. Current solution includes the Exec Services (daily) operational survey.	Platform as a Service (PaaS)	DES	Application: In Production
EPIC Healthcare System	OCHIN Hosted EPIC Healthcare System with multiple systems interfaced to it and reports generated from a data downloaded to KC network. Axway sFTP, JMS Integration and print servers comprise components.	Software as A Service (SaaS)	DPH	Application: In Production
EPIC Reporting Environment	The EPIC Reporting Environment consists of two databases, the EPIC Reporting database and the Enterprise Client Services database, and the data integration processes that provide internally processed OCHIN-sourced data to EPIC reports and subscribing sys	Infrastructure as a Service (IaaS)	DPH	Application: In Production
EPORT Transit reporting database	Transit's reporting database	Custom (Bespoke)	KCM	Application: In Production
EPRAP Eviction Protection and Rent Assistance	Eviction Protection and Rent Assistance program - Dynamics Grant Applications.	Platform as a Service (PaaS)	DCHS	Application: In Production
eProbation	Probation Management System	Commercial-off-the-Shelf (COTS)	KCDC	Application: In Production
Equity and Social Justice iMap	Interactive map showing demographic data and CIP projects	Custom (Bespoke)	DNRP	Application: In Production
eRDS - Enterprise Remote Desktop Services	King County Enterprise Remote Desktop Services (eRDS) is the platform used to host applications internally on King County network to facilitate business application functionality. Applications that are reliant on on-premises resources (i.e.: large files &	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
eRealProperty	public access to real property data and pictures	Custom (Bespoke)	DOA	Application: In Production
Ergonomics Evaluation Request - XRM	Ergonomics Evaluation Request	Custom (Bespoke)	DHR	Application: In Production
eSales	public access to sales data	Custom (Bespoke)	DOA	Application: In Production
ESChat (Android app)	Used to communicate between detectives point to point	Client Side Application	KCSO	Application: In Production
eSignature - Docusign - Countywide		Software as A Service (SaaS)	KCIT	Application: In Production
eSOPH	Electronic background investigation tracking (SaaS)	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
eTool for Financial & Eservice groups	The tool includes 4 different modules to do ecommerce reconciliation with JRS XML application, to check for paid records via pay ref # & email address, to look for the e-filed transactions that paid for on any date ranges and to search for paid records w	Custom (Bespoke)	DJA	Application: In Production
Exec - Constituent Relations	Dynamics CRM and Omnichannel configurations for engaging constituents and tracking their comments, questions and concerns	Software as A Service (SaaS)	KCEO	Application: In Production
Exemptions	manage and track 3-4 types of senior exemptions	Custom (Bespoke)	DOA	Application: In Production
ExParte via the Clerk v3	Windows application. it's used to print electronically filed Exparte matters by cashiers. Submission data is from EFiling web. Data resides in the Efiling database.Customer's uploaded pdf binary are stored in database, not in file system.	Custom (Bespoke)	DJA	Application: In Production

Title	Application Description	Type	Agency	Status
Expert AutoStats	Vehicle specification data lookup	Shrinkwrap	KCSO	Application: In Production
Extraordinary Occurrence BHRD	Extraordinary Occurrence system to track critical events for MH clients.	Custom (Bespoke)	DCHS	Application: In Production
EyeDetect	The Department of Adult & Juvenile Detention purchased a software called EyeDetect from a company called Converus, Inc. This purchase was approved by higher level authority within King County, with the expectation for the DAJD to utilize it during the Cor	Client Side Application	DAJD	Application: In Production
Facilities Database	Transit's facilities data repository.Database that contains facilities information -- Location names, addresses, and parcel numbers, for use by Design and Construction. For Facilities owned, leased by Transit. Power & Facilities is the landlord and Desi	Custom (Bespoke)	KCM	Application: In Production
Facilities HVAC Control Systems	Placeholder entries for HVAC Control Systems		DES	Application: In Production
Facilities Simplex Access Control	Simplex Grinnell Keycard access system for many King County buildings		DES	Application: In Production
Family Law Confirmations	Service for outside public to confirm their family law hearing	Custom (Bespoke)	KCSC	Application: In Production
Farmland Preservation	The Farmland Preservation Program (FPP) is a King County initiative to preserve rapidly diminishing farmland by purchasing the right to develop it. The FPP properties include dairies, beef, horse and other animal operations as well as nurseries, turf f	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
FastCase - DAJD	Case Law Lookup Tool	Software as A Service (SaaS)	DAJD	Application: In Production
Faster Web	This is the vehicle asset management and maintenance system used by DES' Fleet Division.	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Federal System for Award Management Website	Official U.S. Government system that tracks contractor compliance with federal regulations. System is queried to ensure contractors, subs and suppliers are not suspended or debarred from working on federally funded public works contracts. http://sam.gov	Software as A Service (SaaS)	DES	Application: In Production
Federal Way Public Schools locator	Provides and address search and an interactive maps for selecting parcels and displaying school assignments.	Custom (Bespoke)	External	Application: In Production
Felony Filing	Felony Filing Charging Language	Client Side Application	PAO	Application: In Production
Felony Subpoena	Felony Subpoena	Client Side Application	PAO	Application: Retired Read Only
File & Print Servers	Portfolio Supporting File-Print and File Storage Services for DPH.		DPH	Application: In Production
File-Print			KCIT	Application: In Production
Finance Process Information Center (FPIC)	Purpose Statement: The purpose of this initiative is to provide King County central finance customers and employees with easy access to collaboratively-created and dynamically-updated business process documentation for the county's finance value streams.L	Platform as a Service (PaaS)	DES	Application: In Production
Find my Districts	Identify belonging districts based on address entry within King County	Custom (Bespoke)	KCIT	Application: In Production
Fire Investigation System	Fire investigations are recorded here.	Custom (Bespoke)	KCSO	Application: In Production

Title	Application Description	Type	Agency	Status
Fleet Plan	Application to manage the bus revenue fleet, used by the Transit coach, bus, trolley, revenue vehicle procurement and contract management group within Metro Procurement Vehicle Group.	Custom (Bespoke)	KCM	Application: In Production
Fleet SCSO	Sheriff Fleet Access database		KCSO	Application: In Production
Flexera InstallShield	Application Packaging software used in conjunction with SCCM	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Floating Homes	maintain floating home characteristics and value properties	Custom (Bespoke)	DOA	Application: In Production
Flood Alert System	System that allows public to sign up for customized alerts (voice, email, text) for river(s) of their choice	Custom (Bespoke)	DNRP	Application: In Production
Flood Warning App	Displays river levels and flood phases on mobile devices (iOS, Android, Windows phone)	Custom (Bespoke)	DNRP	Application: In Production
Flood Warning Center System	Multiple warning systems, repository synch, automated data download and visualization systems.	Custom (Bespoke)	DNRP	Application: In Production
FMAudit Print Management Software	Software that reports on print usage as described in Printer Management Standard - KCIT	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
FMD Acquisitions Database	The Facilities Maintenance Division Acquisitions Database system stores important information relevant to the acquisition of property related to capital improvement projects such as (but not limited to), major and miscellaneous roads projects (e.g. buildi	Custom (Bespoke)	DES	Application: In Production
FOODSOURCE Maintenance - Envision Connect GIS Location	RESTAURANT_INSPECTION_POINT and FOODFACILTIES_POINT geoprocessing workflow	Custom (Bespoke)	DPH	Application: In Production
Forestry Program	Parcel-based system for tracking parcel attributes and user pariticipation details.	Custom (Bespoke)	DNRP	Application: In Production
Forms Log	MS Access - Log of forms	Custom (Bespoke)	DAJD	Application: In Production
Four County Locators	Weekly automated rebuild of the geocoding service.	Custom (Bespoke)	KCIT	Application: In Production
FRAMIS	FRAMIS	Client Side Application	PAO	Application: Retired Read Only
Fraud	Fraud	Client Side Application	PAO	Application: Retired Read Only
Fraud Archive	Fraud Archive	Client Side Application	PAO	Application: Retired Read Only
FSI -Foundational Sys Inc	Pharmacy system used to dispense medications to DPH clients, including JHS inmates. Interface to TCGRX after hours dispensing machine, to EPIC (EHR). Server DPHAPPPRPFSI00, Vendor FSI hosts a mirrored server.	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
FSI to Carefusion Interface	Interface from FSI to CareFusion Pyxis Cart (After Hour Med Cart)	Platform as a Service (PaaS)	DPH	Application: In Production
FTR Reporter & Tools	Play recorded FTR Gold Audio files from Court Recordings. Includes FTR Reporter, Record Manager, Record Player	Commercial-off-the-Shelf (COTS)	KCSC	Application: In Production
Fuel Management	Tracks vehicle IDs, driver IDs and fuel transactions (e.g., amount, date, cost). Fuel can be pumped if this system isn't functioning but data logging will be forfeit.	Software as A Service (SaaS)	DES	Application: In Production

Title	Application Description	Type	Agency	Status
General Transit Feed Specification Export Process	Process for generating GTFS export files from TREX data.	Custom (Bespoke)	KCM	Application: In Production
Geocoding Services Maintenance	ArcGIS toolbox and scripts for rebuilding ArcMap geocoding services files	Custom (Bespoke)	KCIT	Application: In Production
GFI Network Monitor 7	Farebox server software by GenFare.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
GIS Addressing Data	Scripts to parse and format for static webpage presentation information regarding city addressing contacts	Custom (Bespoke)	KCIT	Application: In Production
GIS Data Archive Data Management	Routines for creating periodic compressed extractions from the Spatial Data Warehouse (Plibrary2) shapefile library to the GIS Archive searchable filesystem. Also copies Plibrary db objects that are not represented as shapefiles. Includes quarterly MAINT	Custom (Bespoke)	KCIT	Application: In Production
GIS Data Historic Data Management	Manages control table for Historic GIS Data inventory, and includes scripts to assist in annual Spatial Data Warehouse extraction.	Custom (Bespoke)	KCIT	Application: In Production
GIS Data Search Tools	Suite of four search modules bundled under one interface for querying and selecting:Archived GIS Data, Historic GIS Data, Enterprise Spatial Data and Non KCGIS Data	Custom (Bespoke)	KCIT	Application: In Production
GIS Database Inventory	Various subroutines for inventory and assessment of SDE MAINT and Plibrary databases. Also evaluates coded-value-domains.	Custom (Bespoke)	KCIT	Application: In Production
GIS License Management	Collect and parse software license usage data for ArcGIS Pro, ArcGIS Online, and ArcGIS Desktop.	Custom (Bespoke)	KCIT	Application: In Production
GIS Web Service: Aerial Imagery	A set of map services that are used to show aerial imagery for GIS Web applications (developers may choose one or more)	Custom (Bespoke)	KCIT	Application: In Production
GIS Web Service: Generic Base	The Generic Base Stateplane is a map service use as the base map of vector data for GIS Web applications.	Custom (Bespoke)	KCIT	Application: In Production
GIS Web Service: Generic Base_Stateplane	The Generic Base Stateplane is a map service use as the base map of vector data for GIS Web applications. This map service is distinguished from another Generic Base map service in that it is using the Stateplane coordinate system.	Custom (Bespoke)	KCIT	Application: In Production
GISMO		Custom (Bespoke)	DLS	Application: In Production
GitHub Advanced Security For Azure DevOps	GitHub Advanced Security For Azure DevOps - is a Code Quality toolset for Software Developers.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Golden Volunteer	Volunteer Management System. Through this system Parks will be able to provide the public the ability to view and sign-up for open volunteer opportunities so that Parks programs will be accessible to all and Parks can effectively recruit public participa	Software as A Service (SaaS)	DNRP	Application: In Production
Gov Delivery Employee Information Sync (Legacy)	Provides Active Directory Sync between AD and various other applications - including GovDelivery and CodeRed	Custom (Bespoke)	KCIT	Application: In Production
GovDelivery	Core KCIT Toolset	Software as A Service (SaaS)	KCIT	Application: In Production
GovDelivery - zzGrp Topic Sync	General service solution to sync ZZGrps to GovDelivery Topics	Custom (Bespoke)	KCIT	Application: In Production
Granicus	Video Capture System	Commercial-off-the-Shelf (COTS)	KCC	Application: In Production

Title	Application Description	Type	Agency	Status
Grievance Tracking	Origami platform; built in the Risk Management environment. 1700 licenses	Software as A Service (SaaS)	DHR	Application: In Production
Groundwater Well Data	Allows users search view and download groundwater data in King county.	Custom (Bespoke)	DNRP	Application: In Production
Hastus	HASTUS is a application suite, used by DOT's Transit division to manage the scheduling, routing and staffing for Metro's buses.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
Have-a-Say Website	Web site where Route Planning can be reviewed by the public - static webpages	Custom (Bespoke)	KCM	Application: In Production
Haz Integrated DB and Security Admin	Provides centralized Administrative control for multiple applications	Custom (Bespoke)	DNRP	Application: In Production
Hazardous Waste Directory	Responsive, public-facing web application for searching for where to dispose of hazardous waste	Custom (Bespoke)	DNRP	Application: In Production
HCD Housing Comm Dev CSD	Web-based application for viewing project related data from EBS for Housing and Community Development project. (EBS Data Assoc w/CDBG)	Custom (Bespoke)	DCHS	Application: In Production
HCHN - Healthcare for the Homeless Network	10132023: Kristi: Not being replaced. DPH app that gathers outreach indicators on KC homeless and reports to State DOH Feds and KCITSQLDEVENT01 (Test), DB: KCITPHPROd50 (Prod), PHWeb01 for front end.	Custom (Bespoke)	DPH	Application: In Production
HFP Housing Finance Program Reports CSD	Housing Finance Program. Tracks long-term capital housing contracts. Also used to collate data used to produce annual housing report submitted to federal agencies.	Custom (Bespoke)	DCHS	Application: In Production
HHS Analytic Workspace	This is a SQL Server database that is a resource for DCHS staff to use as a staging database for analytics.	Custom (Bespoke)	DCHS	Application: In Production
Historic Exemptions	tracks and maintain list of historic properties and the exempt amount.	Custom (Bespoke)	DOA	Application: In Production
HIV AIDS Core Surveillance	Captures data for the HIVAIDS Program on cases. (Comprehensive HIVAIDS Relinkage Database). Build and supported by Richard Lechtenberg (HIVAIDs Program DPH).	Custom (Bespoke)	DPH	Application: In Production
HIV AIDS Core Surveillance - CORE	10-03-2023: PCRS database WA DOH application that captures data on HIV Core Surveillance. Data drive - HIV Aids	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
HIV AIDS Core Surveillance – eHARS	10132023: Washington's local instance of CDC's Enhanced HIV/AIDS Reporting System, hosted by the state of Washington. We in King County access it via VPN. Vendor Website Logon Accessed via web domain through an F5 Portal and authenticated with an RSA Se	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
HIV AIDS Core Surveillance – JBlink DB	10-03-2023: Stored in "\\kc.kingcounty.lcl\dph\Hrbrview\Data\STD\ProductionDTSX\JBLink". It's an accdb file and when I open it it says it's in the "Access 2007 – 2016 file format". Access DB supported by DPH. Data is stored on an external hard drive th	Shrinkwrap	DPH	Application: In Production
HIV AIDS Core Surveillance – Partner Services	Housed in a Folder with limited Staff access. Password Protected. On network file server.	Shrinkwrap	DPH	Application: In Production
HIV AIDS Drug Resistance - VARHS	WA State database tracking the resistance to HIV AIDS drugs - KC manage data for WA DOH. Lives on data drive HIVAIDS. Susan Buskin DPH owner.	Software as A Service (SaaS)	DPH	Application: In Production
HIV AIDS STD LOOC - CHARD	10-03-2023: The frontend is built in Access but the backend is on SQL Server (KCITSQLPRPENT10.PHHIVAIDS). Identify patients with recent STDs who are not in HIV care. Amy Bennett DPH owner.	Shrinkwrap	DPH	Application: In Production
HOMER	Office of Public Defense case assignment and tracking system.	Custom (Bespoke)	DPD	Application: In Production

Title	Application Description	Type	Agency	Status
HOV Revenue Miles	Provides total HOV miles traveled by revenue service in a year to accompany the Section 15 report.	Custom (Bespoke)	KCM	Application: In Production
HPP Cultural Resources Request Tracker	Allows KC staff to submit a resource (land, site, building) for cultural review and possible preservation as an historic heritage site.	Custom (Bespoke)	DNRP	Application: In Production
HRPXP Housing Repair Program CSD	Housing Repair Program. Used to track loans and services provided to qualifying King County residents for home repairs.	Custom (Bespoke)	DCHS	Application: In Production
HVE-2D	Accident scene calculations (force, speed, etc)	Shrinkwrap	KCSO	Application: In Production
Hydrologic Information Center	Displays and allows users to download hydrology and water quality data collected from various streams in King County.	Custom (Bespoke)	DNRP	Application: In Production
Hydrologic Monitoring Admin	Web application to manage data loading into GData datbase for the King County WLRD gauging program. This application was developed by Mobilize vendor to replace an MS Access database.	Custom (Bespoke)	DNRP	Application: In Production
Hyperion	Hyperion is dimensional database management system (MDBMS) that provides a Web application that utilizes an Essbase dimensional data base and Oracle RDMBS. The application is used for budgeting and calculating labor and benefit budgets and Non labor budg	Commercial-off-the-Shelf (COTS)	KCEO	Application: In Production
I&Q Recuperative Shelter Program REDCap Project	I&Q Recuperative Shelter Program REDCap project – data collection and management tool to track requests and referrals for RSP program. HOSTED: By UW Institute of Translational Health. TECHNOLOGY: RedCap. DPH OWNER: Sarjis Pogosjans and Prevention A&I	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
I&Q REDCap Project	COVID Isolation & Quarantine - I&Q REDCap Project – data collection and management tool to process referrals, room occupancy, and demographics for clients of the I&Q program through September 2023. OWNER: Sargis Pogosjans Prevention A&I team. HOSTED: UW	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
i2 Analyst Notebook	Crime analysis and link analysis	Shrinkwrap	KCSO	Application: In Production
IAPro	Discipline tracking and management software	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
IAPro NextGen	Case Management System for the Internal Investigations Unit	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
IBM Sterling Integration BHRD	This application is used to translate HIPAA EDI files to legacy format and vice versa.	Commercial-off-the-Shelf (COTS)	DCHS	Application: In Production
iComp	Comp 4D Claims Management System DHR-Safety and ClaimsClient application with Server backend (DHR-ICOMP)Vendor Support (Primary) - http://www.icomponline.com/wp/Barclay Berry - (253) 867-1789	Commercial-off-the-Shelf (COTS)	DHR	Application: In Production
iLIB	Road Services' Image library repository application	Custom (Bespoke)	DLS	Application: In Production
Illegal Dumping	Find jurisdictions using interactive map search, and send e-mails to responsible parties.	Custom (Bespoke)	DNRP	Application: In Production
ImageVision	Check scanning - Lulu St John	Custom (Bespoke)	DES	Application: In Production
iMAP	iMAP is a Web-based map viewer that provides online access tomap layers and other related information. This map viewer generally requires a broadband Internet connection. Data are grouped into Map Sets that present data from different subject areas.	Custom (Bespoke)	KCIT	Application: In Production
iMap: Landslide Hazards in River Corridors	Allow user to view Landslide Hazards in River Corridors. Sponsor contact Sevin Bilir.	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
iMap: WLRD Agriculture Viewer	Allows the user to view agriculture related spatial data from iMap. Sponsor contact Joan Lee.	Custom (Bespoke)	DNRP	Application: In Production
Imprivata OneSign		Software as A Service (SaaS)	KCSC	Application: In Production
InContact Call Center	Call Center Application	Software as A Service (SaaS)	KCIT	Application: In Production
Indicated Ratio	reporting tool to randomly analyze sales ratio and report findings to the Department of Revenue	Custom (Bespoke)	DOA	Application: In Production
Indoors Cube Reservation	ArcGIS Online/Indoors application for reserving cubicles and other resources via a mapping application.	Software as A Service (SaaS)	KCIT	Application: In Production
Infant Mortality Prevention Network (RedCap)	10/27/2023: The Infant Mortality Prevention Network (formally known as the HOPE Network) is comprised of 6 community agencies who provide direct service to families from communities most at risk for infant mortality and poor birth outcomes. This system is	Software as A Service (SaaS)	DPH	Application: In Production
InfoLinx OH	10032023: Application targets upgrade in 2024 by Gimmel, who purchased Infolinx. DPH vendor app that collects info on medical record locations and status (active/archived)	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
InfoPrint Manager	Manage Oline and batch print distributions	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Information Technology Financial Management	KCIT Financial Tool	Software as A Service (SaaS)	KCIT	Application: In Production
Infrastructure Engineering Sandbox	KCIT Infrastructure Engineering Sandbox - subscription and tools	Software as A Service (SaaS)	KCIT	Application: In Production
Ingress	Provides a web portal used by crimianl justice organiztions to access various law enforcement applications.	Custom (Bespoke)	DAJD	Application: In Production
INIT		Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
Inmate Phone System (Securus)	Inmate Telephone System for KCCF and MRJC	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
Inmate Trust Fund	Inmate Trust Fund and Inmate Commissary System	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
InMotion - Travel Options	Mapping application to encourage residents to use healthy, cost effective, sustainable transportation options, by providing choices that fit their needs. Contains Public Transit features such as bus routes, rail, train and transit centers as well as walki	Custom (Bespoke)	KCM	Application: In Production
Inpatient BHRD	Tracks voluntary inpatient stays authorized by the Crisis Clinic.	Custom (Bespoke)	DCHS	Application: In Production
Input ACCEL	Scanning and indexes court record images	Commercial-off-the-Shelf (COTS)	KCDC	Application: In Production
Inquest Public Documents	Stored public inquest documents in a Azure blob	Custom (Bespoke)	KCEO	Application: In Production
Integrated Data Hub Client Lookup Tool	DCHS Data Integration combined client lookup tool.	Custom (Bespoke)	DCHS	Application: In Production
Integrated Health DW	Data Services SW data integration platform.		DCHS	Application: In Production

Title	Application Description	Type	Agency	Status
Interpreter Web	Schedules interpreters for court cases	Custom (Bespoke)	KCDC	Application: In Production
Intune Mobile Device Management	Manage the mobile devices your workforce uses to access company data. Manage the mobile apps your workforce uses. Protect your company information by helping to control the way your workforce accesses and shares it. Ensure devices and apps		KCIT	Application: In Production
Inventory Tracking (RESPIT)	Dynamics customization's for FMD RES Inventory of assets owned (CRM)	Platform as a Service (PaaS)	DES	Application: In Production
Invers		Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Invoice Processing BHRD	MHCADSD invoice processing application.	Custom (Bespoke)	DCHS	Application: In Production
IRIS - RMS	Legacy KSCO Access based RMS system	Custom (Bespoke)	KCSO	Application: In Production
IT Help Desk	Enter a help request for IT help	Custom (Bespoke)	KCDC	Application: In Production
IT Request DIR	Used to request access or change access rights to department systems. (like EAR form for Director's office) -	Custom (Bespoke)	DCHS	Application: In Production
iTop CMDB		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
IVR Lab Call Center	IVR Lab specializes in automating phone centers and customer service in-bound lines for small and medium sized business. For a typical small business customer, their IVR systems can allow you to re-task your call center employees, who would otherwise spen	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Jail Call Database (D365)	Stores outbound inmate calls from KCCJ and prosecutors analysis of those calls	Custom (Bespoke)	PAO	Application: In Production
Jail Calls	Jail Calls	Client Side Application	PAO	Application: Retired Read Only
Jail Management System (Offender360)	King County Jail Management System	Custom (Bespoke)	DAJD	Application: In Production
JEM SQL	A VBA Application that reads from and rights to the SQL Server Database VIS32. It is used to capture and validate Vanpool and Vanshare Monthly Report payment, ridership, and mileage data and to aggregate and prepare that data for posting to King County's	Custom (Bespoke)	KCM	Application: In Production
Jury Management	Manages information about jurors	Custom (Bespoke)	KCDC	Application: In Production
Jury Management System	A vendor product for jurors, includes a public facing juror site	Commercial-off-the-Shelf (COTS)	KCSC	Application: In Production
Justice Integration Platform		Custom (Bespoke)	DAJD	Application: In Production
Juvenile Filing	Juvenile Filing	Client Side Application	PAO	Application: Retired Read Only
Juvenile Information Managment System	Juvenile Information Management System	Custom (Bespoke)	KCSC	Application: In Production

Title	Application Description	Type	Agency	Status
Juvenile Subpoena	Juvenile Subpoena	Client Side Application	PAO	Application: Retired Read Only
Juvy	Juvy	Client Side Application	PAO	Application: Retired Read Only
KC Composite Locator	The King County composite locator is a widely used geocoding service rest endpoint. It includes five locators: Address_Points_Locator, Parcel_address_locator, POI_Locator, TNET_Streets, Bridges_point_locator	Custom (Bespoke)	KCIT	Application: In Production
KC Connect Mobile App		Custom (Bespoke)	KCIT	Application: In Production
KC Employee Health Database	A reporting database for PSB. It imports monthly enrollment and claims data for the County using SSIS, and a variety of analytical reports could be executed as needed. No front end, all SQL DB QA UAT: KCITSQLUTPDBH51 PROD:KCITSQLPRPDBM50 SSRS	Custom (Bespoke)	KCEO	Application: Retired Read Only
KC GIS Systems		Platform as a Service (PaaS)	KCIT	Application: In Production
KC Profile	System to store public facing profile / usability information. Associated with the login system.	Custom (Bespoke)	KCIT	Application: In Production
KC Storefront - AR Online	Ability to pay all KC invoices via eCommerce system	Custom (Bespoke)	DES	Application: In Production
KC Storefront - Employee Giving			DHR	Application: In Production
KC Storefront - Property Tax Online	King County Storefront - Property Tax Online	Custom (Bespoke)	DES	Application: In Production
KC Storefront - Wastewater Capacity Charge	King County Storefront - Wastewater Capacity Charge	Custom (Bespoke)	DNRP	Application: In Production
KC-MV Network VPN	Provide network connectivity between KC and KCM's paratransit contractor's network (MV Transportation).	Software as A Service (SaaS)	KCM	Application: In Production
KCA Parcel Data Updates	This process updates parcel related data from the KCAM maintenance database for posting to the GIS data warehouse. On a weekly basis, it moves new parcel data from named versions to the default version. Compresses the KCAM database and processes the layer	Custom (Bespoke)	KCIT	Application: In Production
KCAClippingTool	KCA tool not KCIT	Custom (Bespoke)	DOA	Application: In Production
KCAM Editor	KCAM Editor Tool is an ArcMap extension that contains editing enhancements for the Assessor Mapping staff. This application contains the following tools: • KCAMZoomTool - allows to zoom to intersections, pin, or PLSS Section Township, Range • Display E	Custom (Bespoke)	DOA	Application: In Production
KCGIS API	The API is hosted in Azure APIM. All new applications or existing GIS applications that go through modernization efforts will use this new KCGIS API (formerly known as KCGIS Web Services API).	Custom (Bespoke)	KCIT	Application: In Production
KCIT Cybersecurity Policy CMS	Azure DevOps Respository and corresponding web site for KCIT Security Policies	Custom (Bespoke)	KCIT	Application: In Production
KCIT Infrastructure	Infrastructure capabilities not falling into other categories		KCIT	Application: In Production
KCIT Miscellaneous Cloud Charges	Cloud monitoring and management costs that do not fit into chargeback.	Platform as a Service (PaaS)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
KCIT Staffing Requisition	Application to support requisitions	Custom (Bespoke)	KCIT	Application: In Production
KCIT Training Hub	The KCIT Training Hub (Vitalyst Help Me Know Hub) is an online tool where all 15,000 KC employees will be able to access Training. The "Hub" will focus first and foremost on Microsoft product training (think: Teams, SharePoint, Onedrive, other O365 tools,	Software as A Service (SaaS)	KCIT	Application: In Production
KCMS - Case Management System	Main case management system for internal staff use	Custom (Bespoke)	KCSC	Application: In Production
KCNHD GIS	King County National Hydrologic (Geo)Database. It hosts GIS data that WLRD staff will steward and process for regulatory annual reporting to Washington Department of Ecology.	Custom (Bespoke)	DNRP	Application: In Production
KCScript (eCourt)	DJA's case and financial management system (customized eCourts)	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
KCSO SharePoint - E911 OnPrem	Internal on prem SP install to support E911 call center. Contains content for operators to help answer calls for KCSO. Hosted at Emergency Mgmt center.	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
KCVP VIBE CSD	King County Jobs Initiative. Tracks clients in a program that places residents in jobs.	Custom (Bespoke)	DCHS	Application: In Production
Keefe Inmate Financials	DAJD Inmate Financials - Vendor Supported application (Keefe)	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
Kent Records Archives	Kent Records Archives	Client Side Application	PAO	Application: Retired Read Only
Key Core Editor	GIS application is for editing key cores or locks and managing keys within the KCIA's buildings.	Custom (Bespoke)	DES	Application: In Production
KIDS Plus	10032023 Kristi: Program confirmed that they are still using Kids Plus Dynamics. DC'd original Kids Plus. Captures Kids Plus Program data - C#/SQL app created by Stephen Heard.	Custom (Bespoke)	DPH	Application: In Production
King County Employee Scheduling	A PowerApps Solution for scheduling employee arrival in floors.	Software as A Service (SaaS)	KCIT	Application: In Production
King County Parks' Backyard FunFinder	Interactive King County park and trail map and search system.	Software as A Service (SaaS)	DNRP	Application: In Production
KingCounty.gov Main Site (Sitecore)		Custom (Bespoke)	KCIT	Application: In Production
Kiosk		Custom (Bespoke)	KCSC	Application: In Production
KMS - Key Management Service	Key Management Licensing Server	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Lab Coordinate Converter	Converts the state plane coordinates of sampling locations to Lat/Long and vice versa and post the data to the Oracle database.	Custom (Bespoke)	DNRP	Application: In Production
Lab Electronic User Request	SharePoint application/workflow for Lab users to submit requests	Custom (Bespoke)	DNRP	Application: In Production
Lab Executive Information System	Allows lab users to access the monthly lab performance data. A variety of statistics regarding the lab's work flow and performance are computed and stored.	Custom (Bespoke)	DNRP	Application: In Production
Lab Fixed Assets	Maintains inventory of fixed assets in the lab. This includes the Lab instruments, IT hardware, surplussing information and replacement dates.	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
Lab Intranet Site	Intranet site for the lab staff providing information on dataguide, Lab SOPs, Quality Assurance and other information needed by lab staff for their day to day operations.	Custom (Bespoke)	DNRP	Application: In Production
Lab Report Generators & LIMSQC Reporter	A series of applications that enable lab staff and customers to generate various kinds of reports.	Custom (Bespoke)	DNRP	Application: In Production
Lab Work Plan System	Allows environmental lab to plan for next year's work load. Customers can enter their project needs and sampling frequencies. Summary reports of work load can be produced for the entire lab and for individual analytical area.	Custom (Bespoke)	DNRP	Application: In Production
Laboratory Information Management System and Instrument Data Processors	A series of applications written to help scientists process the instrument outputs, format them and load the LIMS database.	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Lake Buoys Application	This application presents near real-time and historical data (maps and graphs) for 2 active profiling buoys and 5 historical, inactive buoys.	Custom (Bespoke)	DNRP	Application: In Production
Lakes Monitoring	Displays and allows users to download water quality data collected from various locations in Lake Washington, Lake Union, and Lake Sammamish.	Custom (Bespoke)	DNRP	Application: In Production
Land Use (PAO Civil)	DPER Litigation Cases	Client Side Application	PAO	Application: Retired Read Only
Landfill Gas Monitoring and Reporting System	Models Landfill Gas System by managing gas reading routes, storing gas reading records, monitoring landfill gas activity and providing reports.	Custom (Bespoke)	DNRP	Application: In Production
Landmark	King County Recording System (eRecord)	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Latent Information File Tracker	Tracking system for latent print processing and/or examination, chain of custody for evidence, creation of latent examination reports	Custom (Bespoke)	KCSO	Application: In Production
Layers File Create	Manages layer files and publishes them to Spatial Data Warehouse for use in Libtool	Custom (Bespoke)	KCIT	Application: In Production
Layers XML Create	Separate routines for constructing XML tables for use in LibTool Data and Image choosers: Enterprise, NonKCGIS, and Raster.	Custom (Bespoke)	KCIT	Application: In Production
LEAD Access Database	LEAD Access Database	Client Side Application	PAO	Application: Retired Read Only
LEAD Database (D365)	Stores LEAD program participant information and tracks participant progress through program	Custom (Bespoke)	PAO	Application: In Production
Learning Center North CSD	Learning Center North. This program links clients who have dropped out of school to training and community college courses in an effort to earn a GED.	Custom (Bespoke)	DCHS	Application: In Production
Lease Management	Custom application built on the Servoy platform to assist in the management of long term releases related to Transit interests.	Custom (Bespoke)	KCM	Application: In Production
Legal Files	Case management system for the Department of Public Defense.	Commercial-off-the-Shelf (COTS)	DPD	Application: In Production
Legal Files - PAO	Primary PAO Civil Division case management system	Commercial-off-the-Shelf (COTS)	PAO	Application: In Production
Legal Files Labels	Produces pleading and label documents.	Custom (Bespoke)	DPD	Application: In Production
Legal Files Pleadings	Produces pleading and label documents.	Custom (Bespoke)	DPD	Application: In Production

Title	Application Description	Type	Agency	Status
Legal Files Reports	SSRS reports generated from the Legal Files database.	Custom (Bespoke)	DPD	Application: In Production
LegalFiles - Case Mgt System	This program tracks Hearing Examiner case and generates reports that go to Council about performance of Hearing Examiner case processing. There is also a Case Digest Web Search program that allows the public to look up cases.	Commercial-off-the-Shelf (COTS)	KCC	Application: In Production
Legistar	Legistar is a proprietary software system developed and provided for you by Granicus. The system organizes and tracks legislative files, maintains all supporting documents; generates agendas; manages meetings; controls and supports workflow; indexes meeting v	Commercial-off-the-Shelf (COTS)	KCC	Application: In Production
Levy	tracks and calculate the levy rate for every taxing jurisdiction	Custom (Bespoke)	DOA	Application: In Production
LHWMP Extranet	Local Hazardous Waste Program website for program staff administering field investigation, contacts, project mgmt, etc.	Custom (Bespoke)	DNRP	Application: In Production
LHWMP Main Site (Sitecore)	Local Hazardous Waste Management Program website for the general public. This is a SiteCore Sub-Site. The Local Hazardous Waste Management Program (LHWMP) in King County is a multi-agency program whose mission is to protect public health and environment	Custom (Bespoke)	DNRP	Application: In Production
LHWMP Moderate Risk Waste application	Tracks materials and businesses by facilty and generate reports.	Custom (Bespoke)	DNRP	Application: In Production
LHWMP.org	Local Hazardous Waste Management Program website for the general public.	Custom (Bespoke)	DNRP	Application: In Production
LibTool	KCGIS LibTool is the King County enterprise data access tool.	Custom (Bespoke)	KCIT	Application: In Production
Lidar Swipe map viewer		Custom (Bespoke)	KCIT	Application: In Production
LiGO	LiGO is a complete vehicle tracking solution for Fleet's non-revenue vehicles. All computing needs are handled through MarshallGIS' controlled and managed secure hosted servers. The software is the center of a user's experience providing the visibility, h	Software as A Service (SaaS)	DES	Application: In Production
LIMS 2.0	New set of applications to support LIMS Data Support	Custom (Bespoke)	DNRP	Application: In Production
LIMS DNRP Lab Azure	DNRP Lab Environment - Azure Entire Subscription	Hosted - Ext - No KC Tech Dependencies	DNRP	Application: In Production
LIMSView Portal	Enable King County staff to extract environmental data from Env. Lab's LIMS database. Users can create and save queries. In addition, it allows searching and viewing of documents and reports relating to sample analysis stored in the database.	Custom (Bespoke)	DNRP	Application: In Production
LINK Light Rail Reports	custom data export to Sound Transit	Custom (Bespoke)	KCM	Application: In Production
LInX (The Naval Criminal Investigative Service (NCIS))	Access to regional, state and national crime information (web app)	Custom (Bespoke)	KCSO	Application: In Production
LiquidPlanner	SaaS application being piloted by Security and Privacy (ISRC) for Project/Product management.	Software as A Service (SaaS)	KCIT	Application: In Production
Livescan customization	Capture of Type 1, 2, 4, 10, 14 and 15 NIST data	Custom (Bespoke)	KCSO	Application: In Production
Local Food Finder	A GIS web viewer which displays the locations of sites at which farmers and farm-related businesses are selling their produce and products to the public.	Software as A Service (SaaS)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
LOCAL IMPROVEMENT DISTRICT	The purpose of this Treasury Operations application is to maintain real property accounts that are subject to a Local Improvement District assessments. The application is used to update accounts, bill accounts and post payments to accounts.	Custom (Bespoke)	DES	Application: In Production
LocalScape	GIS access to real property data, census data, school data, and permit data	Software as A Service (SaaS)	DOA	Application: In Production
Lockheed Martin - Intranet Quorum	Constituent Records Manager to track Constituent Email, letters, and requests.	Commercial-off-the-Shelf (COTS)	KCC	Application: In Production
login.kingcounty.gov	System to manage login associations for B2C in KC. Includes Public B2C Components. Replacement of Ingress	Custom (Bespoke)	KCIT	Application: In Production
Long Range Plan Map	Map illustrating the expansion of service to more customers with the next generation of RapidRide, new all-day express service, and flexible local service options.	Custom (Bespoke)	KCM	Application: In Production
Lookeen	Offline PST searches	Shrinkwrap	KCSO	Application: In Production
Looking Glass Analytics	DAJD Analytics Vendor	Software as A Service (SaaS)	DAJD	Application: In Production
LSJI Application	High-level placeholder for several DAJD regional services	Custom (Bespoke)	DAJD	Application: In Production
M5	M5 is an application developed by AssetWorks that supports numerous aspects of fleet management, including inventory, billing, fueling, work order administration, preventive maintenance forecasting, and vehicle maintenance and repair.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
MAAS360	Mobile Device Management	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Mail Database DDD	Developmental Disabilities Division contact database.	Custom (Bespoke)	DCHS	Application: In Production
Mainsaver	Asset Management system for WTD plant operations	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Maintenance Management System	Manages budget scenarios. MMS is a system used to allocate resources – staff, materials and equipment – within the Roads Maintenance and Traffic sections of King County Roads. Allocations are based on established task-based effort levels – meaning the am	Custom (Bespoke)	DLS	Application: In Production
Malwarebytes	Malware removal / cleaning	Shrinkwrap	KCSO	Application: In Production
Marine Monitoring	Displays and allows users to download water quality data collected from various location in Puget Sound. Displays information about Marine programs and displays photos of marine life. Imports and manages data from LIMS and other sources.	Custom (Bespoke)	DNRP	Application: In Production
Marine Moorings	This application presents near real-time and historical data (maps and graphs) for active and inactive/historical profiling moorings.	Custom (Bespoke)	DNRP	Application: In Production
Marine Portal Stewardship	This site is for managing data that will appear on the Monitoring Portal	Custom (Bespoke)	DNRP	Application: In Production
Mark43 - RMS	RMS system replacing TE and IRIS	Software as A Service (SaaS)	KCSO	Application: In Production
Marshall & Swift Cost Engine	calculates commercial building cost	Commercial-off-the-Shelf (COTS)	DOA	Application: In Production

Title	Application Description	Type	Agency	Status
Master Calendar	Schedules court room resources	Custom (Bespoke)	KCDC	Application: In Production
Master Person BHRD	Master Person application used to update client demographic data.	Custom (Bespoke)	DCHS	Application: In Production
MaxCars	Grant cost allocation.	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Maximo - FMD	FMD work order and asset tracking system. Provides industry specific capabilities to support Government requirements, such as contracts, personal property, and Unique Identification (UID) Compliance. Allows organizations to consolidate multiple asset mana	Software as A Service (SaaS)	DES	Application: In Production
McAfee EPO Suite		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
MCO Data Exchange BHRD	System used for exchanging client data with the Apple Health MCOs for care coordination.	Custom (Bespoke)	DCHS	Application: In Production
Measures On Ballot	To list page for measures and validation rules	Custom (Bespoke)	KCE	Application: In Production
Med-It	3rd party system used to download data from BCCHP		DPH	Application: In Production
Medallion Marketplace	A Dynamics environment that offers a classifieds forum for taxi medallions		DES	Application: In Production
Medgate - Cority Emp - Solid Waste		Software as A Service (SaaS)	DNRP	Application: In Production
Medgate- Cority Emp Health Mgmt OH	Employee Health Mgmt vendor hosted system w/interfaces from DPH Workforce and DAJD Roster Mgmt. Replaces Mediease when in Production.	Software as A Service (SaaS)	DPH	Application: In Production
Medicaid Claims Database	Capture Medicaid claims - automated download from DOH - database used by APDE	Enterprise Platform / Middleware	DPH	Application: In Production
MEM-DesktopAnalytics	Microsoft Endpoint Manager. Desktop Analytics is a component which will tie our SCCM with MEM to give us analytics.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
MetaMorpho (AFIS)	Automated Fingerprint Identification System consisting of matching and storage of prints, archive system (MARS), latent case management system (LCMS), Master Name Index (MNI), Reports (MAP)	Custom (Bespoke)	KCSO	Application: In Production
Metro Customer Service System	System for tracking Metro customer comments and complaints.	Custom (Bespoke)	KCM	Application: Retired Read Only
Metro Online	Website for Transit	Custom (Bespoke)	KCM	Application: In Production
Microsoft 365 - Teams Company Communicator	Microsoft 365 Teams Company Communicator Add-On	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Admin Server	Tools Server for Office 365 Team to run Automation scripts, shared resources, etc.		KCIT	Application: In Production
Microsoft 365 Bookings	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Delve	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Microsoft 365 Excel	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Exchange Online	Enterprise Email comprised of Microsoft Exchange and Exchange Online Protection. This replaces Exchange and includes Exchange Online.	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Exchange Online Protection			KCIT	Application: In Production
Microsoft 365 Forms	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Lists	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 OneDrive for Business	Microsoft 365 Platform OneDrive Online	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 OneNote	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Outlook	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Planner	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Platform	Office 365 Platform	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Power Apps - Power Platform	Microsoft 365 Power Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Power Automate - Power Platform	Microsoft 365 Power Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Power BI - Power Platform	Microsoft 365 Power Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Power Platform Data Gateways	Microsoft Data Gateways - Data Gateway connections for GCC & Commercial to On-Prem	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 PowerPoint	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Project	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 SharePoint Online		Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Shifts	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Stream	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Teams	Microsoft 365 Teams Online	Software as A Service (SaaS)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Microsoft 365 To-do	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Visio	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Viva Engage	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Viva Insights	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Whiteboard	Microsoft 365 Platform Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft 365 Word	Microsoft Office 365 Application	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft Azure - Cloud Platform	This is a container that holds the core services provided by Azure to support the Azure cloud. Examples are Container Registry and API Mgmt that are used across the environment.	Software as A Service (SaaS)	KCIT	Application: In Production
Microsoft Exchange On-Prem	Microsoft Exchange On-Premise Legacy	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Microsoft MapPoint	Commercial mapping software (legacy)	Shrinkwrap	KCSO	Application: In Production
Microsoft SCCM	Configuration Management, Patch Management, Automation	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Microsoft SCOM	Event Monitoring	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
MIDD BHRD	Mental Illness and Drug Dependency consolidated database.	Custom (Bespoke)	DCHS	Application: In Production
Minisis - Mimulus (archives management)	Minisis (vendor), Mimulus (product) is the 2015 (implemented) system to replace the other Archives systems (Archives DB, etc). It is vendor provided and supported.		DES	Application: In Production
MMP Medical Monitoring	Tracks medical monitoring info for HIV patients in a CDC 3rd party system. MMP has two parts: Interview and medical record abstraction. We perform QA for the data that is entered directly into the CDC portal. Old raw interview data is stored on PH servers	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
Mobile - Mobile Platform		Custom (Bespoke)	KCIT	Application: In Production
Mobile Homes	maintain mobile home characteristics and value properties	Custom (Bespoke)	DOA	Application: In Production
Mobility	The County Road Administration Board's (CRAB) county roadway inventory database and application	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
Monitor.Net	Application used by DJA, SC, PAO, OPD and treatment agencies - tracks drug court participants.	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
Moodle LMS	Learning Management System Moodle (hosted by Paradiso Solutions)	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
MorphoMobile	Client side application for mobile identification	Client Side Application	KCSO	Application: In Production

Title	Application Description	Type	Agency	Status
Motorola CENTROCOM Elite	911 PSAP and Dispatch System		KCSO	Application: In Production
MoveIT Central File Transfer OH	File Transsfer system that move files from Axway to designated network folder	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
MRJC Disk Database	MRJC Disk Database	Client Side Application	PAO	Application: Retired Read Only
MxToolBox	Mail Health Monitoring (Blacklist)	Software as A Service (SaaS)	KCIT	Application: In Production
My Commute Formerly Road Alert Viewer		Custom (Bespoke)	DLS	Application: In Production
myAvatar BHRD	BHRD Electronic Health Record application holding client data	Commercial-off-the-Shelf (COTS)	DCHS	Application: In Production
MyHub USGov (AvePoint Cloud Governance)	AvePoint Cloud Governance for Microsoft 365	Software as A Service (SaaS)	KCIT	Application: In Production
MyVoterInfo	New design for the voter guide system (Web)	Custom (Bespoke)	KCE	Application: In Production
National Crime Information Center	National Crime Investigation Center (NCIC) database is an electronic clearinghouse of crime data that can be tapped into by virtually every criminal justice agency nationwide. Safety has limited access to the system to run background checks.	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
National Transit Database for KCM	NTD-KCM is a suite of approximately 105 linked Excel spreadsheets that are used to gather KCM's National Transit Database information from throughout transit. The spreadsheets do some verification of the data before it is manually entered into FTA's web-b	Custom (Bespoke)	KCM	Application: In Production
National Transit Database FTA	National Transit Database (NTD) is a web-based application provided by FTA for gathering performance statistics from transit agencies to help guide Federal formula funding. Used to be called Section 15 reporting.	Custom (Bespoke)	KCM	Application: In Production
Native plant guide	Online native plant guide, also known as Go Native.	Custom (Bespoke)	DNRP	Application: In Production
Needle Exchange	DPH application that collects information on street population use of clean and dirty injection needles	Custom (Bespoke)	DPH	Application: In Production
NEOGOV	System to track and manage employment status and performance appraisals.	Hosted - Ext - No KC Tech Dependencies	DHR	Application: In Production
NetID (Roads)	This application is used to manage user access for several of DOT Roads' applications, mainly internet facing applications where user and group assignments is not feasible through Active Directory.	Custom (Bespoke)	DLS	Application: In Production
NetMotion Mobility	Resilient VPN connectivity for laptops	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
NeXpose PCI Vulnerability Scanner	PCI Vulnerability manager	Software as A Service (SaaS)	KCIT	Application: In Production
Nexpose Vulnerability Manager	Vulnerability Manager	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Niagara 4 Supervisor	The Niagara 4 Supervisor is an IoT (Internet of Things) software platform used in server-class applications. It makes managing all buildings at an enterprise level possible, giving facilities managers the ability to quickly respond to problems and insig	Commercial-off-the-Shelf (COTS)	DES	Application: In Production

Title	Application Description	Type	Agency	Status
Noise Monitoring System Servers		Commercial-off-the-Shelf (COTS)	DES	Application: In Production
NonKCGIS Data Catalog	Workflow and scripts that manage NonKCGIS control table and NonKCGIS Agency table. Includes updates to inventory and source frequency statistics.	Custom (Bespoke)	KCIT	Application: In Production
NonKCGIS Data Publish	Series of workflow routines for preloading and then posting NonKCGIS data to the Spatial Data Warehouse.	Custom (Bespoke)	KCIT	Application: In Production
NonKCGIS Data Retire	Scripts to manage and remove retired nonKCGIS data from the Spatial Data Warehouse. Includes development of static webpages providing a catalog of and access to retired data.	Custom (Bespoke)	KCIT	Application: In Production
Noxious Weeds GIS Data Collection and Nightly Process	GIS app used for data collection in the field	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Noxious Weeds Internal Web Application	Information system for managing weed infestation and control data.	Custom (Bespoke)	DNRP	Application: In Production
NW Toxic Algae	Web application to manage toxic cyanobacteria monitoring program data. Supported by Washington State Department of Ecology.	Custom (Bespoke)	DNRP	Application: In Production
OBSCCS Export Tool	Web based UI for exporting data into Mobile Plan	Custom (Bespoke)	KCM	Application: In Production
Offender Watch	Sex offender registry management (SaaS)	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Office 365 ADConnect			KCIT	Application: In Production
OLR – Contract Employee and Job Data System	This system uses a database called tdbLabor on server hrd-db01. It receives data from PeopleSoft, stores in tdbLabor and presents an ODBC connection for extracts by OLR. OLR uses an ODBC connection to that data source and then uses that to do their con	Custom (Bespoke)	KCEO	Application: In Production
Olympus DSS Player Pro (Transcription Module)	Dictation and transcription support software	Shrinkwrap	KCSO	Application: In Production
Omnigo	Transit uses the Incident Reporting and 911 Dispatch modules.	Software as A Service (SaaS)	KCM	Application: In Production
Omnixx	WSP ACCESS criminal records interface	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
On-Line Repair Manuals	Web-accessible repair manuals for various kinds of vehicles. SaaS solution, with local installation programs in some cases.	Software as A Service (SaaS)	DES	Application: In Production
One Health Port	Web based tool provided by Washington State Health Care Authority via third party for provider credentialing and billing set up. One Health Port is the Washington State Health Information Exchange (HIE) and there is a HL7 interface from Epic to One Healt	Custom (Bespoke)	DPH	Application: In Production
One Million Tree Survey		Custom (Bespoke)	DNRP	Application: In Production
OneSign	two factor authentication	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Online Directory	Provides online access to all King County Group and Employee contact information	Custom (Bespoke)	KCIT	Application: In Production
Online Payments	Allows the public to pay fines online	Custom (Bespoke)	KCDC	Application: In Production

Title	Application Description	Type	Agency	Status
ONSITESEPTIC Maintenance	ONSITE_SEPTIC_AREA geogprocessing workflow	Custom (Bespoke)	KCIT	Application: In Production
Open Access COVID-19 Testing Locations	Web Mapping application allowing users to view Covid-19 Testing Sites in King Co.	Software as A Service (SaaS)	DPH	Application: In Production
Open Data Maintenance	Scripts to periodically publish updates to file geodatabases that support Esri Open Data platform. Includes scripts that check for integrity and synchronization between featureclasses, map services, AGO items and Open Data items.	Custom (Bespoke)	KCIT	Application: In Production
OpenText Alchemy	Document imaging and management client/server solution used in the Office of Labor Relations. Three licensed versions of client roles (Admin, Index, Search) access multiple databases hosted by the dedicated physical server HRD-IMAGE01 at SDC.	Commercial-off-the-Shelf (COTS)	KCEO	Application: In Production
Ops Dashboards	Big screen dashbaord on display at each Base	Custom (Bespoke)	KCM	Application: In Production
Oracle BI		Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Oracle E-Business Suite (EBS)	Oracle Financials products provide organizations with solutions to a wide range of long- and short-term accounting system issues. Regardless of the size of the business, Oracle Financials can meet accounting management demands with:	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Oral Health EPI	Support Dept/Support Team - DPH - Dental Oral Health Access DB	Shrinkwrap	DPH	Application: In Production
ORCA Lift - Reduce Fare Portal (Dynamics)	This project will provide a web-based solution that enables Disabled Persons, Senior, Youth, and Low Income customers to enroll for a Regional Reduced Fare Permit. The solution will allow customers to upload authenticating documents, obtain needed certifi	Custom (Bespoke)	KCM	Application: In Production
ORCA Low Income Fare - Registry	public facing website to track low income far registrants	Custom (Bespoke)	KCM	Application: In Production
Origami - Risk Management System	Replacement system for RiskMaster to be implemented in 2017. Go Live, Jan 2018. Support contact is Sean Catanese.	Software as A Service (SaaS)	DES	Application: In Production
Origami for Public Health	Support Dept/Support Team - DPH - Replaces Unusual Occurences - Risk Mgmt application. Origami is SaaS vendor hosted solution - Used by Enterprise HRD. App Support is provided by DES - Sean Catanese.	Software as A Service (SaaS)	DPH	Application: In Production
OSIsoft Pi Historian	Data Historian that pulls in data from the Treatment Plant Historians (which are behind the plant firewall). The business differentiates this one as the "Downtown Historian" vs. the "Plant Historians". It is a redundant store of the data; however, there	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
PACS XRAY MEO Body Scanning	10132023: Per Jesse: MEO X-Ray images are stored on a Candelis PACS. It was upgraded last year to bring it up-to-date for use with just X-raysVendor app that captures MEO xrays	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
PAO Computer Inventory	PAO Computer Inventory	Client Side Application	PAO	Application: In Production
PAO Karpel Interface	PAO Karpel Interface	Custom (Bespoke)	PAO	Application: In Production
Paradigm - V6	The 'Paradigm' software application is a point-of-sale system utilized by the DNRP Solid Waste Division at their 10 transfer stations and Cedar Hills Landfill site to weigh garbage that the public and commercial customers bring in and charge them accordin	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Parcel Address	The Parcel Address process builds parcel based layer providing an address based on spatial overlay where available, and a range of other property related attributes. This layer was designed to meet the specific needs of the Permit Integration implementati	Custom (Bespoke)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Parcel Alert Lookup System (PALS)	Allows users to add new alerts and view them on an interactive map.	Custom (Bespoke)	DNRP	Application: In Production
Parcel Viewer	Parcel search and information retrieval	Custom (Bespoke)	KCIT	Application: In Production
Parent Databases	DAJD - High level identifier for all 27 Access databases. Added by Molly Cherkin on 2/3/22: a bucket to capture potentially unknown access databases used by DAJD, not to exceed 27	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
Park Parcel Boundary Difference		Custom (Bespoke)	DNRP	Application: In Production
ParkFinder	Interactive King County Parks map and search system.	Custom (Bespoke)	DNRP	Application: In Production
Parks Facility Scheduling System	SaaS solution from ActiveNet for managing facilities.	Software as A Service (SaaS)	DNRP	Application: In Production
Parks MMS - Lucity	Maintenance Management System - Work Order System	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Parks Panoramic Viewer	Azure application to host images for Parks. No front end - GIS is using this as a data store / index / retrieval.	Custom (Bespoke)	DNRP	Application: In Production
ParksTools	Create spatial data for Parks department.	Custom (Bespoke)	DNRP	Application: In Production
Passur (Aircraft Landing fee Management System)		Software as A Service (SaaS)	DES	Application: In Production
Payment BHRD	Online payment/adjustment/recoupment program for the RSN mental health database	Custom (Bespoke)	DCHS	Application: In Production
Payroll Scanning System	Small scanning system used by DAJD to digitize their paper accounts payable documentation.	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
PBK Justice Integration	Justice Integration System Adapter for PAO PBK	Custom (Bespoke)	PAO	Application: In Production
PBS Annual Purge	Annual purge of the main ADABAS files	Custom (Bespoke)	DOA	Application: In Production
PBS APP INFO	Record and generate reports any changes made to real property file and the system also used to several AnXX inquiry online transactions	Custom (Bespoke)	DOA	Application: In Production
PBS APPRAISAL	Record and generate reports any changes made to real property file and the system also used to several AnXX inquiry online transactions	Custom (Bespoke)	DOA	Application: In Production
PBS MISC RECEIVABLES	Used by Finance to add Miscellaneous Fees like Noxious Weed, Conservation District, fire District and Timber.	Custom (Bespoke)	DES	Application: In Production
PBS PDM ADABAS	Annual purge of the main ADABAS filesExtracts from our main ADABAS files for Assessor SQL serverUploads from Assessor SQL server to our main ADABAS filesTEST refresh from Production (main ADABAS files)	Custom (Bespoke)	DOA	Application: In Production
PBS PERSONAL PROPERTY	The purpose of the Personal Property System is to assist the Department of Assessments in performing the following functions:. maintaining personal property accounts. assessing personal property accounts. reporting on personal property accounts	Custom (Bespoke)	DOA	Application: In Production
PBS PROP INDENTIFICATION	System PPI consists of 4 jobs runs weekly/bi-monthly and monthly reading Adabas files to generate different reports for Assessment, Accounting section	Custom (Bespoke)	DOA	Application: In Production

Title	Application Description	Type	Agency	Status
PBS RECEIVABLE MGMT	Mainframe system used to manage the Receivables. Using RM03 and MM01 finance can make changes to the Receivables System. Sends a file to General Ledger	Custom (Bespoke)	DES	Application: In Production
PBS SYSTEM INTERFACE	Consists of multiple sub systems to support both Department of Assessments and Controllers office to maintain accurate and up to date records of both Real and Personal iproperties in King County, provide taxpayers with annual tax statements, mail revaluat	Custom (Bespoke)	DOA	Application: In Production
PDL BHRD	The Client Lookup System used to query client information from the RSN mental health database.	Custom (Bespoke)	DCHS	Application: In Production
PDU Archive	KCSO PDU Archive - This is an S3 bucket to support Archive.	Custom (Bespoke)	KCSO	Application: In Production
Pearl Repository	Pearl EHR Data extract. Copies of a small set of tables from the PEARL Production database. The last upload was performed in August 2016. The data is retained for historical reference. Tess Koslosky is primary support (DPH)		DPH	Application: In Production
Penlink	Link analysis software	Shrinkwrap	KCSO	Application: In Production
PeopleSoft	PeopleSoft Human Capital Management delivers a robust set of best-in-class human resources functionality that enables you to increase productivity, accelerate business performance, and lower your cost of ownership.	Commercial-off-the-Shelf (COTS)	DHR	Application: In Production
PeopleSoft MIMS Interface	PeopleSoft to MIM Data Interface Web Service.	Custom (Bespoke)	KCIT	Application: In Production
Perinatal Hepatitis B Tracking System	10032023 emailed Curt. This is a Windows forms application and is still being actively being used. This application has been upgraded to Visual Studio 2022 and is using the .NET 4.6.2 framework. DPH apps that tracks pregnant clients with Hep B	Custom (Bespoke)	DPH	Application: In Production
Permits	enter permit data for those cities that still provide us paper permits and electronically review permit data for those cities that provide us data electronically	Custom (Bespoke)	DOA	Application: In Production
PERSONAL PROPERTY	Annually Personal Property tax statements are created and mailed out. Reminder notices are sent out. Generally, personal property does not include property which is attached to a building or to the land.	Custom (Bespoke)	DES	Application: In Production
Personnel Archive Data DIR	Department Human Resources application. Tracks employee information. Replaced by PeopleSoft.	Custom (Bespoke)	DCHS	Application: Retired Read Only
Pet Licensing IVR	Pet Licensing Telephone Voice Response	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Pet licensing lookup	Pet Licensing: Regional Animal Services public-facing web map allowing users to enter their address to discover whether RASKC is their pet license service providing agency.	Custom (Bespoke)	DES	Application: In Production
PHIS History Look-upPH	This is a CD of the original customer support system for DPH called PHIS. Contains archived client information, Medical record numbers.		DPH	Application: In Production
Phoenix Fuel Management Software		Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Phone Discovery Manager		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
PHPortal Reporting OH	10032023: Will be replaced with PH Forest Collapse Project - est. 2024. The PH portal repository for reports.	Custom (Bespoke)	DPH	Application: In Production
Pictometry Project Maintenance	Scripts for managing and transforming tile indices and flightline indices from Pictometry projects into King County standard form.	Custom (Bespoke)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
PIMS	Enables managing, regulating, reporting, and billing companies that discharge wastewater to the King County sewer system.	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
PKI - Enterprise	KCIT Public Key Infrastructure. Provide certificates for wireless, Internal Websites	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Planview PPMPro / Innotas	This application provides a central location of easily accessible IT project budget requests IT project status and application information. It also contains the authoritative list of all the applications in the environment. This is the source for KCIT a	Software as A Service (SaaS)	KCIT	Application: In Production
Plat Editor	tool to quickly create new parcels on the server for appraisers to value while the official parcel record is being reviewed and processed	Custom (Bespoke)	DOA	Application: In Production
PME Client Outcome Reporting Engine CORE	System used for uploading client outcome summarized data from Agency Service Providers, then further used for analytics and billing of same data.	Platform as a Service (PaaS)	DCHS	Application: In Production
Post Sentencing	Post Sentencing	Client Side Application	PAO	Application: Retired Read Only
PostingApps	post real property values to the mainframe in bulk	Custom (Bespoke)	DOA	Application: In Production
PostRep	PostRep is the nightly posting and replication routine for the KCGIS Spatial Data Warehouse. The general function of this routine is to run quality control tests on all data submitted to the public library by agency data stewards. Upon passing the tests t	Custom (Bespoke)	KCIT	Application: In Production
Power Platform	This is an umbrella entry to hold KCIT PowerApps and Components	Software as A Service (SaaS)	KCIT	Application: In Production
Pre Employment Screening	Pre Employment Screening	Custom (Bespoke)	DHR	Application: Retired Read Only
Preparedness Disaster Recovery System (Emergency Response)	Store Preparedness Disaster Recovery Information -KCIT Dynamics platform (CRM)	Platform as a Service (PaaS)	DPH	Application: In Production
Primavera Unifier	FMD Capital Projects PM tool.	Software as A Service (SaaS)	DES	Application: In Production
PrintShop - Web Application			DES	Application: In Production
Prism Picks	Vehicle Maintenance work assignment picking application, to let maintenance workers select their work location and type of work for the next service change. Employee move history is maintained here for all employees across VM. Pick supports revenue and no	Custom (Bespoke)	KCM	Application: In Production
Pro Se	Special Internet access is provided to Inmates who serve as their own attorneys	Custom (Bespoke)	DAJD	Application: In Production
Procurement Online Vendor Registration	Online vendor registration and contracting/solicitations opportunities web application.	Custom (Bespoke)	DES	Application: Retired Read Only
Project Image Library	Scripts and workflow to add new project image mosaics to Project Image Library, update catalog/metadata, and rebuild shapefile index. Now includes DDES SAO sitemaps inventory.	Custom (Bespoke)	KCIT	Application: In Production
Project Information Center (PIC)	System that tracks capital projects from a project oversight perspective. Information is collected by the King County Executive's Office. Information tracked in PIC include project accomplishments, priority projects, sustainability information.	Custom (Bespoke)	KCEO	Application: In Production
Project Information System Management PRISM	Project Information System Management Database Business Owner is Hans Erickson.	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
Project Safety Referral	Project Safety Referral	Client Side Application	PAO	Application: Retired Read Only
Promotions	Promotions	Client Side Application	PAO	Application: In Production
Proprofs	Proprofs is a web based company that we use to give our for-hire exam and training. The web link for proprofs is https://www.proprofs.com/quiz-school/ We access this link to create tests, training materials, surveys, and public information forms.	Software as A Service (SaaS)	DES	Application: In Production
PropTypeChange	transfer several to many properties from one type of property to another. i.e. residential - commercial, condos - residential, etc.	Custom (Bespoke)	DOA	Application: In Production
PROSECUTOR by Karpel (PbK)	PAO Criminal Division case management system	Software as A Service (SaaS)	PAO	Application: In Production
ProviderOne	Provider One is a Washington State application. KC's Provider One System is comprised of a .Net application, Provider One download and upload processes, reports, and a reporting database that includes report pre-processing procedures.	Custom (Bespoke)	DPH	Application: In Production
Public Benefit Rating System	Public Benefit Rating System program database.	Custom (Bespoke)	DNRP	Application: In Production
Public Disclosure (PAO Civil)	Public Disclosure (PAO Civil). O365 Search Groups/eDiscovery.	Client Side Application	PAO	Application: In Production
Public Information Contact/Call Center Coronavirus Response (PICC)	Dynamics 365 application for Public Health Emergency Management call center staff to track and manage calls from the public regarding the COVID-19 pandemic. Features include step-by-step health assessment forms and optional escalation of emergencies to th	Platform as a Service (PaaS)	DPH	Application: In Production
Public Meeting Agenda Posting			KCC	Application: In Production
Public Records Enterprise	Enterprise SaaS Public Records Management Systems	Platform as a Service (PaaS)	KCIT	Application: In Production
Public Records Requests	CRM application to support the logging and tracking of Public Records requests.	Platform as a Service (PaaS)	DES	Application: Retired Read Only
Puget Sound Stream Benthos	Multi-agency tool for managing and analyzing macroinvertebrate data.	Custom (Bespoke)	DNRP	Application: In Production
Purchase Request Form (PRF)	Dynamics Applications - Purchasing Approval	Platform as a Service (PaaS)	KCIT	Application: In Production
Purchase Request Form (PRF) - DAJD	D365 Purchase Request Form used for purchase requisition and approval.	Platform as a Service (PaaS)	DAJD	Application: In Production
Purchasing (PAO ITSS)	Purchasing (PAO ITSS)	Client Side Application	PAO	Application: In Production
QLess (RALS)	Pilot queue-management solution for the 2nd floor KSC customer service center. The pilot will last for at least a year, in partnership with the agencies who will serve customers on that floor (Assessor, DES\RALS, Vital Records, Risks Management, Metro, T	Software as A Service (SaaS)	DES	Application: In Production
QLess Scheduling	used for the public to make online appointment for CPL gun permits or other in person services like Civil protection orders they come to the courthouse or precincts	Software as A Service (SaaS)	KCSO	Application: In Production
Qlik Replicate - Attunity	Qlik Replicate (formerly Attunity Replicate) empowers organizations to accelerate data replication, ingestion and streaming across a wide variety of heterogeneous databases, data warehouses, and big data platforms. Used by hundreds of enterprises worldwid	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production

Title	Application Description	Type	Agency	Status
Qualtrics Research SaaS		Software as A Service (SaaS)	KCM	Application: In Production
Questys CMX	Document management system for registered sex offender archive files	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Quickbooks	Airport billing Data	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Quiz	This application supports and tracks DAJD staff training that is required for DAJD Operations.	Custom (Bespoke)	DAJD	Application: In Production
Radiant DICOM Viewer	RadiAnt DICOM Viewer is a UW software program that displays patient information from a .dcm file on an image used to upload to a UW Cloud Upload website. There is HIPAA data - patient info is displayed on xray images. KCIT supports this application via C	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Radius - Radius	PKI Authenentication	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Rapid Responder	Local schools and public facilities information for first responders (SaaS)	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Rapid7 Authorized Vulnerability Scanner		Software as A Service (SaaS)	KCIT	Application: In Production
Rapid7 Vulnerabilty Management System		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Re-host Security	The customers using this application are; DAJD, Assessor and FMD Treasury. It is supported by the Prod Ops Re-host Team.	Custom (Bespoke)	DAJD	Application: In Production
Real Estate Database	Application that tracks information about Transit managed properties	Custom (Bespoke)	KCM	Application: In Production
REAL PROPERTY	The comptroller's office enters real property name and address update transactions through the online CICS system. These transactions do not update PBS-RCVBL-ACCT file online but rather produces a CICS log tape (done by transaction RPNA). This job reads l	Custom (Bespoke)	DES	Application: In Production
REAL PROPERTY Batch Inquiry	Assessor Real Property Batch Inquiry	Custom (Bespoke)	DOA	Application: In Production
REAL PROPERTY CANC/SUPPL	Designed to perform the following functions for Real Property accounts: segregation and merge of parcels, creating new parcels or/and plats; changing legal description etc.	Custom (Bespoke)	DOA	Application: In Production
REAL PROPERTY INQUIRIES	Allow batch inquiry into the Real Property system. Input is through Unibase screens which can contain a parcel range or by levy code. Various reports are generated based on control cards entered.	Custom (Bespoke)	DES	Application: In Production
REAL PROPERTY LEVY EXTRACT	Application has multiple levy file related functions: reports balances between major ADABAS files vs. levy file; updates levy code and jurisdiction on accounts etc.	Custom (Bespoke)	DOA	Application: In Production
REAL PROPERTY RECEIPTS	Extract data from various files, generate microfiche per request	Custom (Bespoke)	DOA	Application: In Production
REAL PROPERTY RECEIPTS	Tax receipt Batch balancing. All of the receipts are combined into one file, edited and balanced against the GL system. The Tax Receipt system also handles the daily and monthly refund process. Generates various reports for Finance	Custom (Bespoke)	DES	Application: In Production
REAL PROPERTY REVALUES	A Dept of Assessments System.ASR consists of three jobs:ASR074 - Runs Monday thru Thursday and reads in a file from the Dept of Assessments Server and updates the PBS-RECIEVABLES file with the Revalue transactions.ASR092	Custom (Bespoke)	DOA	Application: In Production

Title	Application Description	Type	Agency	Status
REAL PROPERTY SEG/MERGE	Real property merge	Custom (Bespoke)	DOA	Application: In Production
REAL PROPERTY STATEMENT & ROLL	The purpose of this application is produce and print the Real Property Tax statements and Delinquency notices. Also allows tax payers to view their real and personal property accounts via the web and to pay their taxes if they choose to.	Custom (Bespoke)	DES	Application: In Production
REAL PROPERTY TIMBER	System performs update to the Timber Master File and posts Timber Values to the major ADABAS files on annual basis	Custom (Bespoke)	DOA	Application: In Production
REALPROP Maintenance	REALPROP_AREA geoprocessing workflow. Transforms spreadsheet data provide Facilities and Management Division	Custom (Bespoke)	KCIT	Application: In Production
RealProperty	Maintain real property characteristics and value properties	Custom (Bespoke)	DOA	Application: In Production
Records Licensing Web Support	External Records and Licensing Web application support.		DES	Application: In Production
Refunds	create the refund letter	Custom (Bespoke)	DOA	Application: In Production
Regional Service Deployment	CRM Application to track and use the sales/marketing modules, and the Field Service business applications	Platform as a Service (PaaS)	KCIT	Application: In Production
Report A Weed Survey		Custom (Bespoke)	DNRP	Application: In Production
Report Application BHRD	RSN mental health database reporting application.	Custom (Bespoke)	DCHS	Application: In Production
Report Card CSD	Collects and reports contract providers' service reporting data. (Assoc w/ Contract Tracking CSD)	Custom (Bespoke)	DCHS	Application: In Production
Research Center Request	Research request submittal for for DNRP Librarian	Custom (Bespoke)	DNRP	Application: In Production
Resource IQ2	Finance and Business Oeprations - Treasury Operations treasury management, accounting, compliance and reporting software.	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Ridership Assistance	Paratransit tracking system for efforts to increase vanpool/ vanshare membership	Custom (Bespoke)	KCM	Application: In Production
Rideshare Online	Informational pages on ridesharing; site also provides link to vendor-hosted ridematching application.	Custom (Bespoke)	KCM	Application: In Production
RiskMaster	RiskMaster is the primary line of business software for the Office of Risk Management.	Commercial-off-the-Shelf (COTS)	DES	Application: Retired Read Only
Rivers iMap	Interactive map with GIS data related to Rivers section progam	Custom (Bespoke)	DNRP	Application: In Production
Rivers Outfall Inspection		Custom (Bespoke)	DNRP	Application: In Production
Road Alert Editor		Custom (Bespoke)	DLS	Application: In Production
Road Pavement Rating Collector	Provides mobile editing solution for King County DOT Road Services "Data Collection/Road Rating" field collection staff. This solution also collects "Road Maintenance Issues" features together with photos/attachments.	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production

Title	Application Description	Type	Agency	Status
Roads Asset Editor	Web based application to maintain Roadway asset infrastructure GIS data	Custom (Bespoke)	DLS	Application: In Production
Roads EBS PeopleSoft Data Import	This system extracts various elements of PeopleSoft and EBS data, for use by downstream systems that support the Roads Division's processing.	Custom (Bespoke)	DLS	Application: In Production
Roads GIS data nightly processing and publication	GIS data processing application and workflow for processing feature classes from the maintenance schema to the library schema	Custom (Bespoke)	DLS	Application: In Production
Roads GIS Viewer	Roads data viewing and printing mapping application	Custom (Bespoke)	DLS	Application: In Production
Roads Intranet Web Management	Roads' O365 SharePoint intranet site.	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
Roads Map Vault (RMV)	RMV is used by DOT's Maps and Records Center to store scanned images and make them available for the Map Vault web application, where they can be accessed by the public via an internet facing application.	Custom (Bespoke)	DLS	Application: In Production
Roadworks	Cityworks is an Asset Management System that is being used by DLS's Roads Division. This instance is used to manage work request, projects and assets for Roads' maintenance efforts. This includes the IOS application enhancements used in the field.	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
Roster Management (RMS)	This application contains a complete inventory of DAJD employees. It provides a staff scheduling assignment, supports Court Detail inmate movement, and provides a feed to the bi-weekly payroll process.	Custom (Bespoke)	DAJD	Application: In Production
Route Subscriber	Transit application for associating bus routes to route schedule data subscribers. Resulting data is used to filter schedule data for individual subscribing systems. Will be used primarily by Transit's Route Data Definition (RDD) group.	Custom (Bespoke)	KCM	Application: In Production
ROW Document Management	ROW Document Management is a custom application built on the Servoy platform that catalogs documents and folders for secure permanent storage in the Transit Design & Construction Records Center.	Custom (Bespoke)	KCM	Application: In Production
Safety and Claims - Erogonomics Rebuild	Safety and Claims - Erogonomics Rebuild	Custom (Bespoke)	DHR	Application: Retired Read Only
Safety and Security Management - Origami (Core System)	Origami solution for managing Transit's Incident, Accident and Risk data. This system also contains legacy data maintained from legacy applications.	Software as A Service (SaaS)	KCM	Application: In Production
Sales Identification	verify sales data is accurate from scanned recorded images and identify sales warnings that should be considered when valuing properties.	Custom (Bespoke)	DOA	Application: In Production
SAM - AD SelfService Plus	AD Self Service Password Reset Tool	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Sandbags distribution locations		Custom (Bespoke)	DNRP	Application: In Production
SBH Academic Attendance Program	10032023: Kristi: Capital Replacement Project 2023/2024. Captures attendance for school children enrolled in DPH Program	Custom (Bespoke)	DPH	Application: In Production
SBH School Based Health 2016 DB	10032023: Actively used. Capital Replacement Project 2023/2024. Created by Julie Conquest's team. Rebuild of SBH but does not contain dental module. This is Kurt Vaupel's DB.	Enterprise Platform / Middleware	DPH	Application: In Production
Scales Database	Collects truck and vactor waste material weight and related data from remote scale locations and sends to financial system once a month.	Custom (Bespoke)	DLS	Application: In Production
Science Report Library	Searchable catalog of Science Section deliverables	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
Science Seminar	Announces seminar, archives seminar materials/handouts.	Custom (Bespoke)	DNRP	Application: In Production
Search Warrant	Manage information about search warrants	Custom (Bespoke)	KCDC	Application: In Production
SEATTLE DRAINAGE BILLING SYSTEM	Tracks property parcels located within the City of Seattle boundaries for adding surface water drainage fees to the real property tax statements.	Custom (Bespoke)	SEA	Application: In Production
SEATTLE LID-LOCAL IMPROVEMENT DISTRICT	The purpose of the Seattle Local Improvement District system is to aid the city of Seattle in the maintaining of records used for billing and collecting assessments against Seattle Local Improvement Districts and Seattle Maintenance Districts.	Custom (Bespoke)	SPU	Application: In Production
Securities Fraud Access DB	Securities Fraud Access DB	Client Side Application	PAO	Application: Retired Read Only
Securities Fraud Timekeeping (D365)	Timekeeping program for Economic Crimes Unit staff working on securities fraud cases	Custom (Bespoke)	PAO	Application: In Production
Seized Assets		Client Side Application	KCSO	Application: In Production
Sensitive Data Development	Scripts for managing tracking and cataloging of external datasets that are provided for restricted use. These datasets are processed independently of the non-restricted versions of nonKCGIS data.	Custom (Bespoke)	KCIT	Application: In Production
Service Desk Plus	Business users - provides portal for service desk requests and access to some knowledge base articles.IT users - provides portal for responding to service desk requests, problem and change management, asset inventory, knowledge base, contract and purchase	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
Service Quality Operator Performance	The Service Quality Operator Performance report is used by Service Quality supervisors to list expected block arrival times for blocks serving a timed-stop on a given day. The report allows users to select a location (i.e. timed-stop), a time period, and	Enterprise Platform / Middleware	KCM	Application: In Production
Services - APIs	Holder for services and API's including microservices.	Custom (Bespoke)	KCIT	Application: In Production
Servoy	SERVOY is a Java based platform, used to develop, manage and execute applications.	Custom (Bespoke)	KCM	Application: In Production
Session Border Controller		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Sewerage Portal	Extranet application for Component Agency staff to enter quarterly sewage system utilization data for WTD billing	Custom (Bespoke)	DNRP	Application: In Production
Sex Offender DB	Access database tracking Sex Offenders	Custom (Bespoke)	KCSO	Application: In Production
Sexually Violent Predators Timekeeping	Access DB - Timekeeping program for SVP staff to track compensable work	Client Side Application	PAO	Application: Retired Read Only
SharePoint (Director's Office on-prem)	DOT-hosted SharePoint site collection for Director's Office	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
SharePoint - KCDC	Stores procedures for the clerks	Commercial-off-the-Shelf (COTS)	KCDC	Application: In Production
SharePoint 2013 - DJA OnPrem	SharePoint 2013 for DJA	Enterprise Platform / Middleware	DJA	Application: In Production

Title	Application Description	Type	Agency	Status
SharpeSoft IPM	provides a programmatic view of all major King County Roads Capital Improvement projects in the construction phase	Commercial-off-the-Shelf (COTS)	DLS	Application: In Production
Shelters	Tracking of shelters at bus stops	Custom (Bespoke)	KCM	Application: In Production
ShopKey		Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Shots Fired	Shots Fired Access Database. Tracks police submitted information regarding recorded weapon discharge events.	Client Side Application	PAO	Application: In Production
Sign Manager	Application and database for determining Sign Data for Routes Electronic shop tool for controlling bus stop signage production	Custom (Bespoke)	KCM	Application: In Production
Signal Log	Used by Roads Traffic Signal Maintenance staff to assist with timing of signals and flashers as well as to prioritize preventive maintenance activities.	Custom (Bespoke)	DLS	Application: In Production
SimpleHelp	Remote support software	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
SIMS Sensitive Inv Mgmt Sys Oracle Finance	10032023: Curt. This is a Windows forms application and is still being actively being used. This application has been upgraded to Visual Studio 2022 and is using the .NET 4.7.1 framework. Captures invoice info for MEO, PH LAB and parses PHI data prior	Custom (Bespoke)	DPH	Application: In Production
SIRI GTFS R translator	Translates SIRI VM to GTFS-R and exposes GTFS-R via a public interface	Custom (Bespoke)	KCM	Application: In Production
Skype For Business		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Small Habitat Restoration Program	Small Habitat Restoration Program system for tracking numerous metrics	Custom (Bespoke)	DNRP	Application: In Production
Small Habitat Restoration Program - Project Estimation System	Online project cost estimation system that mines data from historical projects in order to help estimate costs of future projects.	Custom (Bespoke)	DNRP	Application: In Production
Small Lakes Monitoring	This application allows users to search, view, and download water quality data resulting from volunteer monitoring efforts at more than 50 lakes in western King County. Includes a map interface, photos, water quality graphs and data download functionality	Custom (Bespoke)	DNRP	Application: In Production
SmartSheet EPIC Finance	Support Dept/Support Team - DPH - COTS used by EPIC Finance team - PHI	Shrinkwrap	DPH	Application: In Production
SMC MCIS	Access to City of Seattle Muni Court Information System and auto warrant printing system	Custom (Bespoke)	DAJD	Application: In Production
Sobering Center BHRD	Dutch Shisler Sobering Center client intake application.	Custom (Bespoke)	DCHS	Application: In Production
Socrata Open Data Platform	Socrata Open Data Platform	Software as A Service (SaaS)	KCIT	Application: In Production
Software Development - Code Tools			KCIT	Application: In Production
Software Engineering Sandbox	KCIT SE Sandbox - subscription and tools	Software as A Service (SaaS)	KCIT	Application: In Production
Solarwinds Orion		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production

Title	Application Description	Type	Agency	Status
Solimar	Tansaction and Batch Print Director for ANT and LSJ	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Sound Insulation Program		Custom (Bespoke)	DES	Application: In Production
Source Control File Management System	A new version of what was the Water Quality Compliance Tracker. Application to allow users to manage stormwater water quality complaint data. Pulls in data from the main Drainage Complaint tracker and appends records pertinent to the water quality complai	Custom (Bespoke)	DNRP	Application: In Production
Spatial Data Catalog Posting	Processes all metadata exported from nightly PostRep for publication to Spatial Data Catalog. Validates and scores metadata for compliance to FGDC and King County Best Practices. Assembles Data Dictionaries from selected metadata tags.	Custom (Bespoke)	KCIT	Application: In Production
Spatial Data Warehouse Validation	Formalized series of related scripts that address common object synchronization and integrity issues often found in Spatial Data Warehouse. Includes tests to maintain uniqueness of objects across Enterprise and NonKCGIS libraries..	Custom (Bespoke)	KCIT	Application: In Production
Spatial Metadata Template	Script that analyzing dataset table to create a boilerplate template in Federal Geographic Data Committee (FGDC) format. This template is imported into the featureclass where subjective information can then be added.	Custom (Bespoke)	KCIT	Application: In Production
Special Request Counts	Traffic Counts that result from special requests that are not part of the Traffic Count program.	Custom (Bespoke)	DLS	Application: In Production
Splunk	Splunk software is used for searching, monitoring, and analyzing machine-generated big data--especially logs--via a web interface.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Staff Calendar DIR	Displays staff calendars by division. Used to print a hard-copy consolidated schedule that can be used to determine expected head count in an emergency.	Custom (Bespoke)	DCHS	Application: In Production
Statusfy	•The Statusfy application is an off the Shelf SaaS solution that is browser based and accessible through an app for the public. •King County Parks employees sign into the application through Azure Single Sign On and MFA and can login via a browser or via	Software as A Service (SaaS)	DNRP	Application: In Production
STD Clinic PrEP	Monitor PrEP patient visits within STD Clinic - 10132023: Christina Thibault owner. Access DB - DPH Supports.	Shrinkwrap	DPH	Application: In Production
STD Gonococcal Isolate Result Tracking DB	Gonorrhea culture and antimicrobial susceptibility test results in STD Clinic. 10142023: Christina Thibault owner. Access DB - DPH supports.		DPH	Application: In Production
STD PHIMS	Case report and interview data collected as part of STD Surveillance and Partner Services. 10132023: WA DOH supports PHIMS. Amy Bennett owner.	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
STD PS DB	Support Dept/Support Team - DPH - Data collected as part of STD Partner Services. 10132023: Access DB. Christina Thibault owner. DPH supports.	Shrinkwrap	DPH	Application: In Production
STD SURRG Interview DB	Drug-resistant gonorrhea case/partner interviews. 10132023: Access DB. STD Clinic Christina Thibault owner	Shrinkwrap	DPH	Application: In Production
StewardTool	Allows data stewards to register and post tabular and spatial data to the enterprise spatial data warehouse	Custom (Bespoke)	KCIT	Application: In Production
Stop Management Application	Links the work requests for construction, upgrade, and removal at county-wide transit stop locations submitted by Transit Route Facilities to the construction process performed by Design & Construction.	Custom (Bespoke)	KCM	Application: In Production
Stop Name Tool	App and DB for determining Stop Data for Routes	Custom (Bespoke)	KCM	Application: In Production
Stop/Schedule/TP Reporting	Reports showing stops and stop facilities, used for service planning and for finding stops on routes. Information is presented on the Service Development (ServDev) intranet site.	Custom (Bespoke)	KCM	Application: In Production

Title	Application Description	Type	Agency	Status
Stormwater Complaint Tracker	Application to log drainage complaints; track country response. Current solution is MS Access; links to SCFMS. There is a data pump that provides spacial coordinated to the GIS center for IMap representation.	Custom (Bespoke)	DNRP	Application: In Production
Stormwater Data Management	Nightly data updates to support the Stormwater collector and viewer applications.	Custom (Bespoke)	DNRP	Application: In Production
Stormwater Maintenance Information System	Asset maintenance system used by Stormwater Drainage and Investigations team to manage and facilitate stormwater facility inspections.	Custom (Bespoke)	DNRP	Application: In Production
Stormwater Ops	Mapping project reports	Custom (Bespoke)	DNRP	Application: In Production
Stormwater Partnership Web Portal	This is the main site: https://www.pugetsoundstormgroup.org/ It's a multijurisdictional document management system for managing public outreach materials. It is a public facing web application, but admin users can log in to manage the content. Here	Custom (Bespoke)	DNRP	Application: In Production
Stormwater to LucityGIS ETL	Replicates 13 Stormwater feature classes to the LucityGIS geodatabase nightly as well as performs quality control checks.	Custom (Bespoke)	DNRP	Application: In Production
Stream/Rain Gauge Data Loader	Imports CSV files of gage data into SQL db	Custom (Bespoke)	DNRP	Application: In Production
Streams Monitoring	Displays and allows users to download water quality data collected from various streams in King County.	Custom (Bespoke)	DNRP	Application: In Production
Streets and Trips	Street mapping and directions (Legacy)	Shrinkwrap	KCSO	Application: In Production
Sub Contracted -Security operations in Downtown Seattle Transit Tunnel	MS Access database that includes data relating to security incidents that occur in the Downtown Seattle Transit Tunnel; logs/status reports relating to facility/equipment issues at in this facility. This information is shared with KCM TS Contract Security	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
Sub-contracted KCM Security Monitor Center Transit Security Operations	Surveillance, access control..	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
Superior Court Management Information System	WEB app used to search superior court records	Custom (Bespoke)	KCSC	Application: In Production
Superior Court SharePoint	Internal court staff use for various functions	Commercial-off-the-Shelf (COTS)	KCSC	Application: In Production
Supplemental Credits	Used to manage credit requests related to attorney hours spent on cases.	Custom (Bespoke)	DPD	Application: In Production
Support Infrastructure	Holds small applications and relationships are that are used to support the tools infrastructure - script and automation servers.	Custom (Bespoke)	KCIT	Application: In Production
SupportCalc-FD		Client Side Application	KCSC	Application: In Production
SVE	KCIT brand given to private cloud based upon Cisco UCS hardware platform and Microsoft Hyper-V virtualization software.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
SVP (PAO Criminal)	SVP Access DB - historical case/paper file tracking system	Client Side Application	PAO	Application: Retired Read Only
SVP Records Database(D365)	SVP historical case/paper file tracking system	Custom (Bespoke)	PAO	Application: In Production
SVP Timekeeping (D365)	Timekeeping program for SVP staff to track compensable work	Custom (Bespoke)	PAO	Application: In Production

Title	Application Description	Type	Agency	Status
SWD Cameras	Periodically displays images from cameras at various sites on a intranet website.	Custom (Bespoke)	DNRP	Application: In Production
SWD Cameras - public	Still frames from IP cameras at the transfer stations showing the length of the lines.	Custom (Bespoke)	DNRP	Application: In Production
SWD Contracts Tracking System.Net	Used to comply with all contract reporting requirements. Replacing Existing SWD Contract System	Custom (Bespoke)	DNRP	Application: In Production
SWD CSU Call Tracking	CRM customization o	Enterprise Platform / Middleware	DNRP	Application: In Production
SWD Faster WEB	Record vehicle, equipment, parts and labor data for shop maintenance	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
SWD Faster WIN/Gassimo	Record vehicle, equipment, parts and labor data for shop maintenance	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
Swimming Beaches	Displays bacteria and beach closure data collected from swimming beaches during the summer months. Also displays beach water temperature monitoring data.	Custom (Bespoke)	DNRP	Application: In Production
SWM Billing System	SWM Fee to Treasury for Billing. Replaced former Mainframe/Rehost system as well as the Discount Calculator side system.	Custom (Bespoke)	DNRP	Application: In Production
System Documentation - Runbook		Custom (Bespoke)	KCIT	Application: In Production
System Registration OH	Stores application and data share information for provisioning access for systems containing PHI or PII	Custom (Bespoke)	DPH	Application: In Production
Tableau Enterprise		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Tabulation System		Client Side Application	KCE	Application: In Production
Tactics	proprietary software from the Siemens vendor the manufactures the signal controllers	Hosted - Ext - No KC Tech Dependencies	DLS	Application: In Production
TAX BALANCING	Main function is to balance taxes for major Real and Personal property files	Custom (Bespoke)	DES	Application: In Production
TAX FORCLOSURE	Generate various reports and foreclosure notice for Finance, batch and online.	Custom (Bespoke)	DES	Application: In Production
TB Locator	Tracks archived TB client information - CD on the network	Custom (Bespoke)	DPH	Application: In Production
TB Tracker	10032023: Kristi meeting with staff to discuss DC and other options. Tracks info on TB Clinic clients & contacts and tracks treatment history	Client Side Application	DPH	Application: In Production
TB Tracker Dynamics -TREATS	The project is to develop the integration of MS Dynamics with EPIC to give users the ability to extract case data from EPIC and to upload that data into the new TB Tracker Dynamic database through automation. DPH staff will upload the old access database	Custom (Bespoke)	DPH	Application: In Production
TCGRX Medication Packager (aka Parata)	Hardware pill packager with vendor supported controlling desktop	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
TDR property map viewer	View TDR properties on an interactive map.	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
Telecom Management System		Software as A Service (SaaS)	KCIT	Application: In Production
Telecommute Agreement - KCIT	PowerApps Tool for Telecommute and Alternate Work Schedule	Custom (Bespoke)	KCIT	Application: In Production
TestVault Drug and Alcohol Tracking		Hosted - Ext - No KC Tech Dependencies	KCM	Application: In Production
Text Aloud	Used by ET (Enunciator Tool) to convert entered text to speech	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
TFS	Application Source Code Management product	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
The Book Update System	Produce document showing all operator assignments for a service change	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
The Food Processor	The Food Processor nutrition and fitness software marries an extensive and meticulously-researched database with an uncluttered, easy-to-use interface for accurate, comprehensive nutrition analysis. This is a web application. System Owner Lynn Kidder	Software as A Service (SaaS)	DPH	Application: In Production
THOR Training Database	Training database (web app)	Custom (Bespoke)	KCSO	Application: In Production
Thru Route Tool	Application for managing thru-route change-over stops	Custom (Bespoke)	KCM	Application: In Production
Time Tracker	Internal employee time entry tool	Custom (Bespoke)	KCIT	Application: In Production
Timeclock Plus 6.0	Time and attendance tracking	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
TNET Enhancements	Transportation network (GIS) updates and enhancements to support multiple downstream data subscribing systems. Network used for routing and placing stop locations, street name and address source among several additional data elements. Scripts are used for	Custom (Bespoke)	KCM	Application: In Production
Total Enforcement (TE) RMS	New Criminal Activity Database w/Reporting - Contains TESS functionality	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Traffic Cameras and Image Handler	This application displays images from traffic cameras around the King County region. They are used to show traffic patterns and conditions.	Custom (Bespoke)	DLS	Application: In Production
Traffic Counts	ADT public facing mapping application and data processing scripting using SSMS - Road Services	Custom (Bespoke)	DLS	Application: In Production
Traffic Data Count Database System		Software as A Service (SaaS)	DLS	Application: In Production
TrailFinder	Interactive King County trail map and search system.	Custom (Bespoke)	DNRP	Application: In Production
Training Tracking DB JHS	10032023: JHS Access DB - Future Decommission; Jail Health will have a need to track training through Public Health systems which is Elsevier, Elsevier replacement or new LMS if funding becomes available. Access DB that tracks JHS employee trainings. H	Commercial-off-the-Shelf (COTS)	DPH	Application: In Production
Transfer of Development Rights	Clearinghouse to support TDR market	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
Transit Business Intelligence Resource Data (TBIRD)		Custom (Bespoke)	KCM	Application: In Production
Transit Enterprise Data	Transit's Enterprise transactional database. A repository for stop level schedule information (derived), transactional data used in support of customer information, and an exchange location for data integration	Custom (Bespoke)	KCM	Application: In Production
Transit GIS Data Processing and Publication	Transit GIS Data Processing and Publication set	Custom (Bespoke)	KCM	Application: In Production
Transit Information Mapping System	Transit information map and data query tool	Custom (Bespoke)	KCM	Application: In Production
Transit MAR Manager	Lightweight secure system to automatically provision and configure (bus) routers during installation utilizing a barcode scanner and backend provisioning systems.	Custom (Bespoke)	KCM	Application: In Production
Transit System Map Viewer	Map Viewer used to see an overview of the Metro System Map.	Custom (Bespoke)	KCM	Application: In Production
Transportation Network Editor	ArcMap 10.1.1 extension to edit TNET data	Custom (Bespoke)	KCM	Application: In Production
TRC letters	Tracks the progress of tax roll corrections and generate letters to the taxpayer	Custom (Bespoke)	DOA	Application: In Production
Truancy Access DB	Stores Truancy petitions from school district and follow-up actions performed	Client Side Application	PAO	Application: Retired Read Only
Truancy Database (D365)	Stores Truancy petitions from school district and follow-up actions performed	Custom (Bespoke)	PAO	Application: In Production
TruCredentials	TruCredentials collects for-hire driver images and related data, then forwards this data to the City of Seattle via the intergovernmental network (IGN) for license issuance from the City's Accela system. None of this data qualifies as PII and is entirely	Commercial-off-the-Shelf (COTS)	DES	Application: In Production
Unibase	Assessor Treasury data entry.	Commercial-off-the-Shelf (COTS)	DOA	Application: In Production
UpdatePLIBRARYViews.py		Custom (Bespoke)	KCIT	Application: In Production
UpTrust Texting Solution	UpTrust which will integrate with DPD's Case Management System, Legal Files to send automated text message reminders to clients about court dates. http://www.uptrust.co/	Hosted - Ext - No KC Tech Dependencies	DPD	Application: In Production
Utilities BHRD	Mental health RSN utilities application. Used for application security, configuration and user maintenance.	Custom (Bespoke)	DCHS	Application: In Production
Vanpool Information System	The Vanpool program provides groups of participants King County-owned vans to use for their commute. Group fares include gas and all maintenance for the van. This is a desktop application used to manage the Vanpool program.	Custom (Bespoke)	KCM	Application: In Production
Vant4ge (DAJD)	This application generates a risk/needs profile based on a series of interactive questions and input by DAJD staff members. Only DAJD staff members should be entering data into this implementation of Vant4ge. (There will be additional Vant4ge implement	Custom (Bespoke)	DAJD	Application: In Production
Vant4ge (PAO)	This application generates a risk/needs profile based on a series of interactive questions and input by PAO and DPH staff members. Only PAO and DPH staff members should be entering data into this implementation of Vant4ge. (DAJD has their own implement	Custom (Bespoke)	PAO	Application: In Production
Veeam	Backup the Virtual Machines used for daily DJA business use.	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production

Title	Application Description	Type	Agency	Status
Veeam Monitor	Monitors the state and status of the VM's in use from the VCenter Server.	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
Veeam Report Viewer	Reports on VM's and their status	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
Vehicle Assignment Query Web	Application for listing coach assignmentsWeb app for viewing coach assignment data. Widely used in Operations (Base chiefs, first line supervisors, VM personnel) and Customer Communications & Services (to query vehicle running at a particular location; c	Custom (Bespoke)	KCM	Application: In Production
Vehicle Maintenance Interfaces (VMM5)	Data Admin tool for various financial records of Transit, including Payroll, Parts, Orders, Receipts, Requisitions and General Ledger.	Custom (Bespoke)	KCM	Application: In Production
Vendor Profile BHRD	Vendor profile maintenance application for the Mental Health RSN database.	Custom (Bespoke)	DCHS	Application: In Production
VertiQ CME	Fully Intranet and Internet enabled Case Management Software for Coroners and Medical Examiners.	Software as A Service (SaaS)	DPH	Application: In Production
Veteran and Human Services Levy Viewer	Veterans' Services: Public-facing web map allowing users to discover the locations and service offerings of various agencies that provide services to veterans.	Custom (Bespoke)	DCHS	Application: In Production
Victim Advocate Portal (PAO)	Victim Assistance Unit public facing portal	Software as A Service (SaaS)	PAO	Application: In Production
ViewDirect	Enterprise Content Management and Archiving	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Vinassist	Vehicle VIN lookup and validation	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
VINES	Victim notification interface. This is the integration between JMS and Appriss	Commercial-off-the-Shelf (COTS)	DAJD	Application: In Production
Vista FX3 suite (including Crash Math & Report Beam)	CAD crime and accident scene drafting software	Commercial-off-the-Shelf (COTS)	KCSO	Application: In Production
Visual Spatial Data Catalog	Scripts that create static webpages of Spatial Data Warehouse layers' thumbnail images useable in visual search for data. Pages are built for enterprise vector and raster data as well as nonKCGIS vector data. Pages provide link to larger thumbnails, lyr f	Custom (Bespoke)	KCIT	Application: In Production
VMWare Server	vCenter Server for ESX Host management	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
VMWare vSphere	Operating System on ESX Host	Commercial-off-the-Shelf (COTS)	DJA	Application: In Production
Voltage SecureMail		Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Voter Pamphlet Submission	To create voter pamphlet records	Custom (Bespoke)	KCE	Application: In Production
WAIIS Child Profile	WAIIS is still being used. It is a state web based application and it had a name change when from Child Profile to WAIIIS. Those are the same system. We are connecting EPIC to WAIIS through a bilateral HL7 Message system (don't know the specifics – ask	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production
Wait List BHRD	Mental Health RSN non-medicaid wait list.	Custom (Bespoke)	DCHS	Application: In Production

King County Records Management Practices

Title	Application Description	Type	Agency	Status
Warehouse Librarian	Inventory control system used for timetable and other printed Metro literature. System for organizing select paper bus schedules and quantities for replenishment at locations throughout the county. The Actian (formerly Pervasive) services are part of thi	Commercial-off-the-Shelf (COTS)	KCM	Application: In Production
Warrant Portal	The Search Warrant Resource Center provides law enforcement access to search warrant templates, electronic surveillance order templates, contact information for judges and prosecutors, search warrant numbers and other warrant-related resources.	Custom (Bespoke)	PAO	Application: In Production
Wastewater Plant Control	KCIT provides the iNet as the secondary network for plant controls	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
WaterTaxi/Public_Transit	Used by King County Water Taxi (Vessel Watch) application hosted by WSDOT	Custom (Bespoke)	KCM	Application: In Production
Web Admin (Elections)	To enable and disable Web applications	Custom (Bespoke)	KCE	Application: In Production
Web Content Management System (WCMS) - Azure	Core WCMS Platform operating with the Sitecore product in Azure Containers and functioning as a host to some applications.	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Web Content Management System (WCMS) - Sitecore 7 (Legacy)	The WCMS provides departments across the County with the ability to maintain their own web site(s) and content while adhering to King County standards. Functionality includes: page templating, versioning, friendly URLs, automatic re-purposing of content f	Commercial-off-the-Shelf (COTS)	KCIT	Application: In Production
Web Tools 4	Application framework for suite of Transit custom applications primarily in support of maintaining data for downstream systems (i.e. Destination Tool,	Custom (Bespoke)	KCM	Application: In Production
Web Tools Portal 3	Common portal for Transit applications using shared .net code, including Role Manager	Custom (Bespoke)	KCM	Application: Retired Read Only
WebEOC	Not in existence yet (4Q16). Target is 3Q17.	Software as A Service (SaaS)	DES	Application: In Production
WebResultUpload	To upload data from tabulation system to Web application	Custom (Bespoke)	KCE	Application: In Production
WestLaw Legal Solutions - DPD	Case Law Lookup Tool	Software as A Service (SaaS)	DPD	Application: In Production
WestLaw Legal Solutions - PAO	WestLaw Legal Solutions - PAO	Software as A Service (SaaS)	PAO	Application: In Production
What Do I Do With		Custom (Bespoke)	DNRP	Application: In Production
Windows Defender ATP	Windows Defender Advanced Threat Protection is an anti-malware component of Microsoft Windows.	Software as A Service (SaaS)	KCIT	Application: In Production
Windows Server 2012 ARC	Azure model to provide patches for Windows servers.	Infrastructure as a Service (IaaS)	KCIT	Application: In Production
Windows Server 2012 ARC - DJA	Azure model to provide patches for Windows servers. This variant is specifically for DJA.	Infrastructure as a Service (IaaS)	DJA	Application: In Production
Winter Weather Response	https://gismaps.kingcounty.gov/MyCommute/winter-response.aspx	Custom (Bespoke)	DLS	Application: In Production
Witness Management	Manages information about witnesses	Custom (Bespoke)	KCDC	Application: In Production
WLRD CIP Project Viewer	Interactive map showing active CIP WLRD projects.	Custom (Bespoke)	DNRP	Application: In Production

Title	Application Description	Type	Agency	Status
WLRD Cityworks		Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
WLRD Enterprise GIS	Water and Land Division's enterprise geodatabase repository. This is a transactional GIS database repository that will host business data.	Custom (Bespoke)	DNRP	Application: In Production
WLRD Grant Tracking DB	To help create, track and manage grant proposals and awards	Custom (Bespoke)	DNRP	Application: In Production
WLRD Programs Data Management	A collection of scripts to manage nightly or weekly data processing routines for several WLRD programs.	Custom (Bespoke)	DNRP	Application: In Production
WLRD Revegetation Collector		Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
WLRD Rivers Facility Inventory	Information management system for Rivers facilities. Automate data loading from Trimble devices. Provide map interface w/ reporting tools; link to CIP data.	Custom (Bespoke)	DNRP	Application: In Production
Workforce Tracking OH	The application tracks all DPH workforce, including those not paid directly by KC and volunteers and interns.	Custom (Bespoke)	DPH	Application: In Production
Working Copies Print Queue	Used to print electronically filed working copies	Custom (Bespoke)	DJA	Application: In Production
WRIA 08 Wadable Streams Status and Trends		Custom (Bespoke)	DNRP	Application: Retired Read Only
WTD Data Portal	Summarizes WD operating conditions	Commercial-off-the-Shelf (COTS)	DNRP	Application: In Production
WTD Employee Information System	Web application for WTD safety and training information, forms, etc.	Custom (Bespoke)	DNRP	Application: In Production
WTD Tours Scheduler	Public sign-up for treatment plant tours	Custom (Bespoke)	DNRP	Application: In Production
WTP Work Training Program CSD	Work Training Program. Youth job-training.	Custom (Bespoke)	DCHS	Application: In Production
WTRCRS Maintenance	WTRCRS_LINE geoprocessing workflow	Custom (Bespoke)	DNRP	Application: In Production
ZIPCODE_CR Maintenance	ZIPCODE_CR_AREA geoprocessing workflow	Custom (Bespoke)	KCIT	Application: In Production
ZOOM	Tool owned by UW, used by TB staff for videomedicine	Hosted - Ext - No KC Tech Dependencies	DPH	Application: In Production

C. A list of all types of hardware used by the County for records collection and retention purposes

Data gathered for this report shows that King County agencies use laptops and servers for records collection and retention. Agencies identify printers, mobile devices, external drives, and scanners as other hardware that may be used for records collection or retention.

The County's official enterprise digital records repository and index for physical records is known as Content Manager. This is a system that is managed and administered by the Records Management Program in the Archives, Records Management, Mail Services Section (ARMMS) in the Records and Licensing Services (RALS) Division of the Department of Executive Services. As the enterprise solution for records management, Content Manager is used by all agencies of King County, including separately elected offices/agencies.

Records retained and indexed in Content Manager are stored on local servers. In 2024, additional servers were added to accommodate the growing number of records in the system, and to allow for anticipated growth.

D. A description of training requirements for employees related to records collection and retention, including trainings and certification requirements for employees whose primary duties relate to records collection and retention

King County's executive branch employees are required to complete basic records management training, as well as public disclosure training, and any other records-related trainings that their supervisor deems a requirement for successful job performance. For employees, this also includes training specific to the use of Content Manager. Basic records management trainings and Content Manager trainings are provided by the Records Management Program in the Archives, Records Management, Mail Services Section (ARMMS) of the Records and Licensing Services Division (RALS) in the Department of Executive Services. Public disclosure trainings, which instruct employees on meeting statutory public disclosure requirements, are provided through a variety of sources. These sources include the Public Records Program, in the Office of Risk Management Services, within the Department of Executive Services.

Both basic records management and public disclosure training are included in onboarding training provided to King County employees. These trainings are available to all employees at all times. Additional available trainings targeted to more specific audiences that support good records management practices include, but are not limited to, Records Management for Supervisors (offered by the Records Management Program) and Practical and Systems Trainings for Public Records Officers (offered by the Public Records Program).

The Executive Policy that establishes the requirement for training is INF 15-5-1-EP Records Management Compliance for Onboarding, Transferring, and Exiting Employees. The purpose of this policy is to ensure all King County workforce members are made aware of their public records management responsibilities when they are brought on board to the county workforce, when they transfer positions within the county, or when their employment in a position with the county is terminated. It includes training requirements for onboarding new or newly transferred employees; it

provides a checklist of duties for departing employees and their supervisors; and it encourages inclusion of records management in job performance discussions and reviews between supervisors and newly onboarded team members.

While separately elected offices are not required to comply with Executive Policies, most report using the policies and resources mentioned in this section.

E.   A summary of best practices for records collection and retention, and an assessment on how the county's policies, procedures, and practices compare to best practices

The scope of work for the records management expert consultant engaged for this Proviso response, FreeDoc LLC ("FreeDoc") included identifying or defining best practices and standards for records collection and retention, as well as for consideration of King County's policies and practices in comparison to best practices. The consultant relied on best practice standards established by both ARMA International ("the world's leading Information Management Membership Organization") and NARA (National Archives).

These NARA and ARMA standards serve as the measures against which the consultant considered King County's current practices and offered recommendations, where opportunities exist, to improve from current practice to best practice. The general ARMA and NARA standards include:

- **Accountability**: A senior executive should oversee the information management program.
- **Transparency**: Business processes and activities, including the information governance program, should be documented and open to all personnel.
- **Integrity**: Information assets should have a reasonable guarantee of authenticity and reliability.
- **Protection**: Information assets should be protected according to their sensitivity and importance.
- **Compliance**: The information governance program should comply with applicable laws, regulations, and organizational policies.
- **Availability**: Information assets should be accessible and retrievable in a timely manner.
- **Retention**: Information assets should be maintained for an appropriate period, considering legal, regulatory, fiscal, operational, and historical requirements.
- **Disposition**: Information assets should be securely disposed of when no longer needed, in compliance with applicable laws and policies.

The consultant, excerpted from the full report Appendix A, describes below their assessment and standards process:

> *This report presents an assessment of the current records management environment and recordkeeping capabilities practices in use by King County as a self-governing county government that is the twelfth largest county in the United States of America.*
> *The purpose of the report is to identify and assess areas of compliance and weakness with reference to best practices in the following areas of records management:*

1. *Organization and scope of the County's Records Management Program*
2. *Retention and disposition of County records*
3. *Compliance with the Public Records Act*
4. *Transition to digital recordkeeping*
5. *Security and protection of County records*

To establish benchmarks for the assessment, FreeDoc examined the following standards, maturity models, guidelines, and technical reports to identify widely accepted requirements for effective management of recorded information in government agencies, companies, and nonprofit organizations:

- *ISO 15489-1:2016, Information and documentation—Records management—Part 1: Concepts and principles*
- *ISO 24143:2022, Information and documentation—Information governance—Concepts and principles*
- *ISO 13008:2022, Information and documentation—Digital records conversion and migration process*
- *ISO 19475:2021, Document management—Minimum requirements for storage of documents*
- *ISO 23081-1:2017, Information and documentation—Records management processes—Metadata for records—Part 1: Principles*
- *ISO 19005-1:2005, Document management—Electronic document file format for long-term preservation—Part 1: Use of PDF 1.4 (PDF/A-1)*
- *ISO 19005-2:2011, Document management—Electronic document file format for long-term preservation—Part 2: Use of ISO 32000-a (PDF/A-2)*
- *ISO 30301:2019, Information and documentation—Management systems for records—Requirements*
- *ISO 30302:2022, Information and documentation—Management systems for records—Guidelines for implementation*
- *ISO/TR 13028:2010, Information and documentation—Implementation guidelines for digitization of records*
- *ISO/TR 18492:2005, Long-term preservation of electronic document-based information.*
- *ISO/TR 21965:2019, Information and documentation—Records management in enterprise architecture*
- *ISO/TR 22299:2018, Document management—Digital file format recommendations for long-term storage*
- *ISO/TR 22428-1:2020, Managing records in cloud computing environments—Part 1: issues and concerns*
- *ARMA TR 30-2017, Implementing the Generally Accepted Recordkeeping Principles*
- *ARMA TR 27-2015, Retention Management for Records and Information*
- *ARMA TR 29-2017, Vital Records*
- *ARMA TR 25-2014, Auditing for Records and Information Management Program Compliance*
- *National Archives and Records Administration, Records and Information Management Self-Evaluation Guide*

- *National Archives and Records Administration, Federal RIM Program Maturity Model User's Guide*
- *National Archives and Records Administration, Criteria for Successfully Managing Permanent Electronic Records*
- *Washington State Archives, Basics of Records Management: Laws and Rules for Records Management*
- *Washington State Archives, Basics of Records Management: Recommended Policies and Procedures for Managing Records*
- *Washington State Archives, Improving Agency Records Management Programs: What are the Leading Practices for Records Management and Retention?*
- *Washington State Archives, Improving Agency Records Management Programs: Examples of Leading Programs in Action.*

Additionally, to supplement the analysis FreeDoc compared the County's recordkeeping policies and practices using publicly available information about records management programs for the 15 largest counties in the United States, being: Los Angeles County, Cook County (IL), Harris County (TX), Maricopa County (AZ), San Diego County, Orange County (CA), Miami-Dade County, Dallas County, Riverside County (CA), Clark County (NV), San Bernardino County (CA), Tarrant County (TX), Bexar County (TX), Broward Country (FL), and Santa Clara County (CA).

Two large New York counties, Kings (Brooklyn) and Queens, are omitted from the comparison because they are not self-governing.

In general, King County measured very well against best practices in all categories, including those where recommendations were offered, which are detailed in the next section F.

More specifically, five main categories of records management were identified:
1. Records Management Program,
2. Retention and Disposition of County Records,
3. Public Records Act (PRA) Compliance,
4. Digital Transition, and
5. Security and Protection of County Records.

The consultant then broke those five categories into a total of 33 relevant subareas. Of the 33 subcategories for focus, 20 came back with "no recommendations" and FreeDoc shared with the County that its practices aligned *notably well* with best practice and compliance. When FreeDoc compared King County processes with the top 15 largest counties in the nation, it concluded that King County's practices were some of the very best it has seen.

F.   Recommendations for improving any county policies, procedures, and practices related to records collection and retention, specifically relating to ensuring that records are maintained in a way that they can be efficiently and accurately retrieved and provided in response to public records requests

In addition to the positive feedback FreeDoc provided about County records management processes, it also offered recommendations and observations about some of the criteria it used to measure county practices against industry best practice.

Below are the consultant Freedoc's recommendations, extracted, and in some cases summarized, from the longer report contained in Appendix A. The numbers in the sections follow the number sequence of the consultant's report. Each one of the recommendations are being implemented or considered by the relevant executive branch agency, and the next actions for each recommendation are detailed in the subsection titled "King County's Comments and Actions" below.

1. RECORDS MANAGEMENT PROGRAM

1.1 The definition and ownership of County records is established by law and/or policy.

Best Practice: A clear definition of records establishes a records management program's scope.   An ownership statement establishes the program's authority for storage, control, retention, and disposition of records. ARMA International's Generally Accepted Recordkeeping Principles and the ARMA maturity model do not address these matters. The definition and ownership of federal records is covered by laws and regulations.

The broad definition in state law applies to all recorded information, but most records management programs exclude certain items, called "non-records," that do not qualify as official records. These include materials like library books, unsolicited brochures, emails, and texts without business value, as well as personal papers unrelated to work duties. Non-records at the federal level are defined in 36 CFR 1222.14. Many states have similar regulations, Washington being a notable exception.

Assessment/Recommendations: To clarify its scope, the Records Management Program should consider issuing a guidance document about non-records.

King County's Comments and Actions: The King County Records Management program doesn't use the term "non-records" but does provide guidance and training on Transitory Records, which include the sorts of material mentioned here as "non-records." The Records Management Program will review current guidance and training materials and revise as necessary to emphasize the importance of periodically clearing transitory records (a practice King County promotes currently).

1.9   Departments and individual workforce members receive appropriate training related to County records in their custody or under their supervisory control.

Best Practice: The ARMA and NARA maturity models both emphasize the importance of training as an essential component of a records management program. According to the ARMA maturity model, formalized, well-documented training is characteristic of a proactive records management program, and an organized program of training and continuous improvement are features of a transformational records management program. According to the NARA maturity model, all agency staff must receive basic records management training, and workforce members with defined records management roles must receive appropriate specialized training.

Assessment/Recommendations: The County does not have a method of determining whether and to what extent workforce members have mastered training content. The County could consider adding a self-testing component to selected training courses.

King County's Comments and Actions: The Records Management Program is currently working on some testing components and methodology to better ensure comprehension of its trainings. Trainings are regularly reviewed to ensure that they are kept current, are being accessed, and bring value.

1.10. Compliance with the County's records management policies is monitored and enforced.

Best Practice: According to ARMA's Generally Accepted Recordkeeping Principles, a records management program must comply with "applicable laws and other binding authorities." In addition, an organization's recordkeeping policies and practices must be compatible with obligations specified in contracts and agreements; required and advisable practices presented in standards and industry norms; rules and requirements associated with an organization's internal control systems, code of conduct, and other internal mandates; and requirements that address environmental, societal, and ethical issues and concerns. According to the ARMA and NARA maturity models, compliance must be highly valued and should be measured by internal audits, reviews, and evaluations.

Assessment/Recommendations: The Records Management Program might consider having department managers provide an annual written attestation that recordkeeping practices within the manager's department comply fully with all applicable requirements. For a higher level of compliance measurement, the County could consider periodic (potentially every 3 years) internal audits of selected departments.

King County's Comments and Actions: The Records Management Program has previously relied on policy to establish a number of responsibilities for King County leadership and workforce members. During the past decade since the launch of the Records Management Initiative, Statements of Work were developed for departments and signed by department directors. The attestation strategy suggested by consultants hasn't been considered previously. This recommendation will be considered by the King County Records and Information Governance Group (KCRIGG). Further action will be considered in 2025.

2. RETENTION AND DISPOSITION OF COUNTY RECORDS

2.3. Retention guidance covers County records in all formats.

Best Practice: Through the 1990s, most retention schedules were developed for paper records but, with most records now originating in electronic form and only occasionally being printed for retention, the paper-centric approach is incomplete. A media-neutral retention schedule specifies the retention period for a given type of record regardless of the medium in which the record is stored. The media-neutral approach shifts the focus from the record storage medium to the information that the medium contains. The agency that maintains a given record will determine the storage medium and format in which the record will be retained, subject to legal or operational restrictions that may mandate a specific storage medium or format. According to the ARMA maturity model, an organization's disposition processes must cover records in all media. The NARA maturity does not address this matter.

Assessment/Recommendations: The Washington State Archives has issued guidance on various topics not covered by the Records Management Program upon King County's website. Examples include retention of video conferencing records, voicemail, and drone recordings. The Records Management Program should consider adapting this guidance for County agencies or providing links to this guidance upon the Records Management Program Resources page of County's website.

King County's Comments and Actions: The Records Management Program will consider this suggestion as part of its 2025 work plan. It should be noted that King County Archives has developed a Digital Assessment Management Plan, and in 2025, KCRIGG will discuss the need for an enterprise *trusted digital repository*. In the meantime, Content Manager serves as the County's digital repository, and the program has not encountered a format that cannot be retained in accordance with retention requirements.

2.4. Retention guidance is provided for duplicate records and other documents of transitory value.

Best Practice: Where a given record exists in multiple copies, the copy that will satisfy an organization's legal and operational retention requirements is termed the official copy. Other copies are considered duplicate records. A records management program must provide reasonable retention rules for duplicate records, which are often more numerous than official copies. Other transitory documents, such as outlines and notes may be developed during the transaction of an organization's business or during the preparation of specific records. Most transitory documents, such as notes taken at a meeting or annotations on a draft document that is ultimately superseded by a final version, have no operational value to warrant retention beyond the moment of immediate usefulness. At the highest level of the ARMA maturity model, retention covers all information not just official records. The NARA maturity model does not address this issue. According to federal regulations, duplicate copies and transitory documents are considered non-records.

Assessment/Recommendations: Records Management Advice issued by the Washington State Archives in March 2021 provides a long list of common records with minimal retention.   Transitory records are also identified in Section 6 of the Local Government Common Records Retention Schedule (CORE). The Records Management Program should consider including a link to the Records Management Advice and CORE retention schedule on its RM Resources page or expanding its own list to include additional items.

The County's retention guidance states that transitory records "can and should be deleted or destroyed" but it does not specify a time frame for this to occur. Records Management Advice issued by the Washington State Archives states that transitory records "can typically be destroyed when no longer needed." The CORE retention schedule states that transitory records are to be retained until they are "no longer needed for agency business." These guidance statements are permissive rather than prescriptive. A department could retain transitory documents much longer than necessary. To address this issue, some organizations specify a maximum retention period – perhaps three years – for transitory records. If a given record needs to be retained longer than the maximum period, it should not be considered transitory.

King County's Comments and Actions: King County Records Management Program will work on ensuring greater emphasis of the need to manage transitory records, relying on the network of records management ambassadors, newsletters, trainings, and network meetings. This is set for

completion by the end of 2024and will include updated guidance that will exist in perpetuity to ensure that there is greater emphasis on the reduction of transitory records.

2.5   A process is in place for updating retention guidance when needed.

Best Practice: Like all policy and procedural documents, retention schedules are subject to changes in legal, regulatory, and organizational requirements. Retention schedules must be reviewed periodically and revised as necessary to add or delete record series or to change retention periods. The ARMA and NARA maturity models require up-to-date retention guidance.

Assessment/Recommendations: The Records Management Program could provide guidance to County agencies about the circumstances in which retention schedules are likely to require revision. For example, when a new record series is created; a record series was overlooked when the agency's retention schedule were initially prepared or last revised; an agency obtains one or more records series through a merger or acquisition; the agency's retention schedule does not conclusively identify an existing record series; an existing record series is divided into multiple series, each having different retention requirements; an existing record series is combined with another record series that has a different retention period; a record series listed in the agency's retention schedule is discontinued; the retention period prescribed for a given record series is not clear; and legal or regulatory developments warrant reconsideration of retention periods for specific record series.

The Records Management Program could consider instructing County agencies to review their retention schedules annually for omissions, changes in retention periods, and record series that are no longer being maintained. Agency Records Officers should be required to submit a written attestation that the review was completed.

King County's Comments and Actions: King County Retention Schedules are derived from and follow the State of Washington retention schedules. When state schedules are updated, the Records Management Program reviews the changes and incorporates them into existing records management infrastructure. Records Management Program staff also update guidance and meet with impacted customers regarding those changes. Such is the case at this writing, as the state is about to enact a multitude of changes. Some county schedules are agency specific, and in those instances, they were developed by the agency/department working closely with the Records Management Program. The process for changes is well established and well known, and information about the process is communicated through a variety of means, such as newsletters, network meetings, the Public Records Committee, and Agency Records Officer open houses. In 2025 the program will consider whether other measures are needed to ensure that King County's performance on this measure is optimal.

2.7.   There is a convenient and reliable process for identifying and destroying County records with elapsed retention periods.

Best Practice: Nonpermanent records must be discarded by a reliable and appropriately secure method after retention has elapsed except where destruction of specific records has been suspended for archival purposes, litigation, government investigation, tax audits, or other reasons as determined by an organization's record retention policies. If records are not destroyed as scheduled, the preparation of retention schedules is merely a time-consuming exercise. For an organization's

retention practices to be considered legally acceptable, records must be discarded in the normal course of business when retention has elapsed. Discretionary deviations from approved retention schedules are unacceptable. The ARMA and NARA maturity models require consistent disposition of records with elapsed retention periods.

Assessment/Recommendations: The Records Management Program is responsible for appropriate destruction of electronic records saved in Content Manager and physical records stored in the King County Record Center, but no guidance is provided for County departments or agencies desiring to destroy records specifically located within individual departments following approval of a request to disposition the records.

The Records Management Program should consider creating a policy or guidance regarding appropriate destruction methods for County records that contain confidential information or personal data. Section C of the King County Data Security Policy requires data asset owners and custodians to implement secure destruction methods, but it does not specify approved methods. The County's Human Resources department has a policy for secure destruction of employment data but does not specify how this is to be done or documented.

King County's Comments and Actions: King County Records Management Program will include in its 2025 workplan review of the guidance for disposition of records, with a specific consideration of the points made in this recommendation. Historical practices have shown good understanding and reliance on the systems in place at the King County Records Center, and on consultation and guidance provided by the Records Management Program and the King County Archives. However, there may still be need for additional guidance as suggested here.

2.9.   Retention guidance is understood and systematically applied by departments and appropriately trained workforce members.

Best Practice: To support its retention initiatives, an organization must develop and conduct training sessions for agency workforce members, including those who may be hired in the future. Managers must understand the scope and purpose of the record retention initiative in order to support their workforce members and ensure compliance. All workforce members will require a basic understanding of the organization's records management policies and retention schedule at a level sufficient to implement prescribed retention periods for records in their custody. New workforce members should receive training at the time they are hired as part of the organization's orientation process. Selected workforce members should receive additional training periodically to reinforce their understanding of the retention schedule. The ARMA and NARA maturity models require that all staff receive appropriate training.

Recommendations/Suggestions: Compared to other large counties surveyed for this project, the Records Management Program provides a very comprehensive range of training opportunities. Every workforce member has access to the training necessary to understand retention guidance for County records within custody or under supervisory control of the workforce member. To determine whether and to what extent training content is understood by County workforce members, the Records Management Program should consider adding a testing component to the basic records management course. The County may consider posting examples of 'FAQ's, Do's and Don'ts of Public Information Management' for handling information within the County.

King County's Comments and Actions: As noted in the previous recommendation to include a testing component in trainings offered by the Records Management Program, King County Records Management Program will be adding a comprehension testing component to trainings. Further, the topic of mandatory annual training will be considered at the King County Records and Information Governance Group, which includes representatives of the Public Records Program as well as the Department of Human Resources (which administers the countywide training system).

4. DIGITAL TRANSITION

4.1. Digital transition is an integral component of the County's records management strategy and practices.

Best Practice: Most recorded information is created, received, and retained in electronic form. A decade ago, word processing files, email messages, and other electronic documents were routinely printed for filing and retention. This practice has been discontinued because it is impractical, time-consuming, and prohibitively expensive. In keeping with the federal government's modernization initiatives, the NARA maturity model requires an organization-wide emphasis on electronic recordkeeping to reduce manual processes. The National Archives no longer accessions paper records. The ARMA maturity model does not address this issue.

Assessment/Recommendations: In the Agency Self-Assessment Checklist issued as a guidance document by the Records Management Program, paperless recordkeeping is an attribute of the highest level of agency records management, but it is described as optional. The Records Management Program should consider a policy or guidance statement that strongly encourages County agencies to transition to electronic records to the extent possible for information-intensive business processes.

King County's Comments and Actions: The Records Management Program has, for some time, been emphasizing that born digital records must be retained digitally. Since 2020, most agencies and departments have been relying almost exclusively on digital records, and in some cases digitizing physical records according to standards that allow for the destruction of the paper record. Where physical records are still created and used, there are reasons that they will not likely become digital (such as ballots, certain client health records, court records, etc.). The Records Center has in 2024 been analyzing its data to determine where paper is still in use and why. Once this analysis is completed, the program will meet with customers to determine whether the current practices are expected to continue in the future. King County Archives has developed a Digital Asset Management Plan to ensure that those records with historical value are retained well in their digital format for all time.

4.5. A digital continuity process ensures the continued readability and usability of electronic records throughout their retention periods.

Best Practice: Long retention periods for electronic records are complicated by the limited storage stability of certain electronic recordkeeping media and their dependence on specific configurations of computer, video, or audio hardware and/or software. Time-dependent deterioration, format obsolescence, or other changes can cause data loss or impact the records' continued usability. In

some cases, the useful life span of an electronic records is shorter than the record's retention period. An organization must have a process to address this issue. The ARMA maturity model requires a reasonable and suitable method of ensuring the reliability of recorded information. The NARA maturity model requires electronic records to be accessible and retrievable whenever needed.

Assessment/Recommendations: The Records Management Program should develop a plan to maintain the readability, usability, and accessibility of electronic records with retention periods longer than 10 years, including those that are saved in Content Manager. Such a plan may involve periodic inspection of a sample of older records and data migration to avoid formatting obsolescence.

When storing documents as image files, a best practice would be to format the files as PDF/A (minimum) or TIFF (preferred).

King County's Comments and Actions: King County Records Management Program has taken many measures to ensure the readability, usability, and accessibility of electronic records with long retention requirements. These measures include a process for digitization to state standards (which include PDF/A or TIFF when paper records are destroyed); selection of Content Manager to ensure long-term retention reliability; and the Digital Asset Management Plan. In 2025, KCRIGG will consider the need for a trusted digital repository as well.

5. SECURITY AND PROTECTION OF COUNTY RECORDS

5.2. Unauthorized disclosure of personal data or other confidential information contained in County records is prohibited.

Best Practice: Most organizations limit or prohibit unauthorized disclosure of nonpublic personal data. They also prohibit disclosure of confidential nonpersonal information, such as trade secrets, financial data that might be used for illegal trading activity, and information about its physical or technological assets that could be used by malicious actors. ARMA's Generally Accepted Recordkeeping Principles require protection of information that is private, confidential, or privileged. The NARA maturity model requires safeguards to protect security classified information and information exempt from disclosure.

Assessment/Recommendations: The Records Management Program is not responsible for personal data or confidential information contained in active records maintained by County agencies. Providing guidance for the proper handling of such information should be considered.

King County's Comments and Actions: While the consultant considered the Records Management Programs offerings, and while some of the Records Management Program's offerings do speak to the importance of protecting personal information, many other offices and disciplines within King County address the protection of private/personal data. These include a network of privacy officers, KCIT's privacy and security policies, programs, and staffing, the Public Records Committee (PRC), KCRIGG and more. In late 2024, KCIT will fill a position of Privacy Program Manager. That position will be a representative to both KCRIGG and the PRC.

In 2025, KCRIGG will lead consideration of this recommendation, ensuring that the interests of KCIT,

the Privacy Program specifically, the Records Management Program, and the Public Records Program are all included in the consideration.

5.3. County departments have identified mission-critical records.

Best Practice: Identification and protection of information needed for mission-critical operations has been a core component of systematic records management since the 1950s. Protection of essential records is an aspect of the broader fields of business continuity, which is concerned with an organization's ability to maintain mission business operations following a disaster. System identification of essential records is the necessary first step in a program to enable an organization to withstand and limit the impact of adverse events. ARMA's Generally Accepted Recordkeeping Principles require protection of information that is essential for business continuity. The NARA maturity model requires systematic identification of records that are essential for continuity of operations.

Assessment/Recommendations: It is not clear whether County agencies are expected to adopt the essential record designations specified by the State Archives without consideration of local requirements. If that is not the case, the Records Management Program should consider providing written guidance, and possibly training, about to help agencies identify essential records that are associated with their mission-critical business processes. Guidance can help County agencies distinguish essential records from important ones, which are useful but not essential for mission-critical operations.

King County's Comments and Actions: The Records Management Program has in 2024 been emphasizing and communicating about the importance of essential records, especially focusing on agencies and offices that typically create and manage a lot of essential records. In 2025, the program will consider whether there are still gaps or opportunities to improve on this measure.

5.4 Appropriate disaster recovery plans have been developed for essential County records.

Best Practice: A disaster recovery plan for essential records includes preventive and proactive measures. Preventive measures, the first line of defense, are designed to minimize the likelihood of damage to or loss of essential records. Protective measures permit the recovery of mission-critical information and the restoration of business operations if essential records are lost or damaged. Protective measures have historically relied on specially designed storage enclosures and purposeful duplication of essential records for offsite storage. In the event of a disaster that damages or destroys essential records, an organization will determine which records should be recovered or reconstructed and in what sequence. Mission-critical information will be recovered from backup copies where such copies are available. The ARMA and NARA maturity models require protection of information that is essential for continuity of operations, but no methods are specified. In most organizations, records management's disaster recovery responsibilities are limited to essential physical records. The organization's information technology unit is responsible for essential electronic records.

Assessment/Recommendations: It is not clear whether any of the County's essential records are in paper form. If these are in paper form, the Records Management Program should provide more detailed guidance about the protection and recovery of these records.

King County's Comments and Actions: Where essential records are in paper form, the agencies that keep those records have awareness of the risks associated with retention and protection of such records. The Records Management Program has in 2024 emphasized the importance of disaster recovery plans (as well as prevention/protection efforts) for those offices that manage records designated as essential. King County Archives has a Disaster Recovery Plan for its records (many of which are paper or other physical format) and takes measures to ensure preservation and protection of those records. In 2025, as part of the review of actions taken in 2024 to increase awareness of Essential Records, DES RALS will also review current holdings in the Records Center and consider issuing further guidance or deploying more consultation to address any gaps or opportunities for improvement.

VI.   Conclusion and Next Actions

Enterprise-wide and expert consultant comprehensive reviews in 2024 have enabled measurement of the impacts of the Records Management Initiative, which started in 2013 and has continued for more than the decade since. This long-term work has been driven by the Records Management Program, the Records Center, and King County Archives, a network of records management ambassadors, the Public Records Committee and the King County Records and Information Governance Group, as well as independent efforts of the separately elected agencies. The requirement to work with a consultant in reviewing the County's best practices and recommendations for improvement were received with openness and appreciation for the opportunity for a neutral third-party review, rooted in government records expertise. The consultant's review revealed the positive impact that concerted efforts have had in ensuring that King County exceeds industry standards of public records retention, organization, and management across all branches of the enterprise.

The coordinated approach that was taken by the Proviso response task force was beneficial to inform creating efficiencies/reducing waste in the process steps, fostering a collaborative review of practices, and ensuring that the current structure and approaches are working.

Where the consultant had recommendations for improvement, DES will continue to review the highlighted practices. Notably, two of the recommendations suggest greater accountability: in one case a department/agency level attestation to compliance with legal and policy requirements, as well as support and resources for records organization and management best practices; and in the other, a comprehension testing component, with the possibility of more training and testing for workforce members annually or on some other regular interval to ensure comprehension. These are two of the greatest opportunities for improvement that will be pursued in the remainder of 2024 and into 2025.

VII.   Appendices

Appendix A: FreeDoc Report- Assessment for King County Washington Assessment of Internal Practices for Managing Public Records

King County, Washington

Assessment of Internal Practices

for Managing Public Records

Report: 24061401 – FreeDoc Consulting

Published: 6/26/2024

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PARTIES – FILE NAMING CONVENTIONS AND TAXONOMIES

In our assessment of institutional methods (both private enterprise and public agency), various practices have been observed by which the institution *receives, creates, and manages* enterprise information. These observations have formed a knowledge base of characteristics that are common to each form and type of institution.

For this reason, **FreeDoc** ® may internally adjust the file naming taxonomies used to identify our customer. We may refer to the **government of King County** as 'CO KING', 'AGENCY' or 'CUSTOMER'.

This adjustment in taxonomy is internal to **FreeDoc** ® customer file naming properties and workflow processes and has no affect upon the legal identity of the parties of referenced.

We are grateful for your patience and understanding.

Thank you.

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FRIX Technologies LLC does business as **FreeDoc** ® LLC.

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INFORMATION AUTOMATION & DATA ANALYTICS

FreeDoc ® has provided collaborative solutions for managing electronic records since 1999. These solutions now manage 10B electronic records for industry and government. Current employee tenure averages 5.5 years.

RECORDS GROUP

Records Consultants and Records Analysts improve customer management of records for compliance. Individual staff hold post-graduate degrees (Master and Doctorate) along with industry certifications.

SOLUTIONS GROUP

Comprised of experienced Business Analysts, Developers and Software Engineers, this team configures workflow solutions upon the FileBound® and Laserfiche® platforms.

PRODUCTION GROUP

Migration and conversion of documents with records indexing according to the customer requirement is the hallmark of the Production team. Accuracy is perfect.

SENIOR CONSULTANT, LEVEL 1

William Saffady, PhD – As senior records management and information governance consultant and researcher, Dr. Saffady has served as an information management consultant to international corporations and government agencies since 1976.

Dr. Saffady has authored thirty college and post-graduate textbooks on records management and storage technologies and is considered a global expert on records management. He performs analysis of policies and practices with in-depth knowledge of electronic records management technologies, needs assessments, gap analysis, system requirements gathering, training and governance plans. He also examines technical requirements and develops matching specifications for Electronic Content Management.

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MANAGING CONSULTANT

Peter Frix, CDIA, CEIRM – Mr. Frix has performed as digital filing consultant to industry and government since 1984. Customers include Microsoft, Daimler, Evergreen Hospital, King County Library Systems, King County (gov't), US Naval Base Bremerton, 1st US Special Forces Group, Washington State Criminal Justice Training Commission, US Bankruptcy Court, Puget Sound Energy, numerous municipalities, school systems and utility districts.

A Certified Electronic Information Records Manager (UW) and Certified Document Imaging Architect, Mr. Frix works to improve customer business operations for efficiency and performance. Mr. Frix holds undergraduate degrees in Management, Industrial Engineering and Philosophy from the University of Portland.

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EXECUTIVE SUMMARY

Overview

The Department of Executive Services (DES), under the Executive Branch of the King County government agency in the State of Washington has selected **FreeDoc** ® as the Consultant to provide Records Management Consultation Services. DES is leading a countywide effort to respond to a proviso issued to multiple county agencies by the King County Council.

The proviso seeks information and review of current practices regarding records information and management in all branches of King County government (excluding the Judicial Branch). The Office of Risk Management Services (ORMS) within DES is on point to lead this effort.

Conditions

The Consultant was provided lists and summaries of current policies, procedures, and practices related to records collection and retention for the various branches of King County government including, but not limited to, the legislative branch, the Department of Elections, Office of the Prosecuting Attorney, Department of Assessments, and the Executive Branch.

The Consultant was asked to provide a best practices framework for records and information management in a government context and review the county's current policies, procedures, and practices against the framework.

The Consultant was asked to summarize recommendations to improve any county policies, procedures, and practices related to records collection and retention. Specific attention was requested for best practices to ensure records are maintained to be efficiently and accurately retrieved and provided in response to public records requests.

The consultant was also asked to review and consider current county policies against the framework of known best practices.

Approach

FreeDoc ® has reviewed the information provided by the County and has provided the following assessment as requested.

Public Contracting

The Consultant was contracted (CPA # 6458890) through open market competitive bid (RFP# SR-0000235962).

The Consultant's products and services are also available through WSIPC interlocal public contract #21-01, which provides technology products and services for Records Management and Information Automation (IA).

King County may access products and services for #21-010 through its current interlocal agreement with WSIPC.

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INTRODUCTION

This report presents an assessment of the current records management environment and recordkeeping capabilities practices in use by King County as a self-governing county government that is the twelfth largest county in the United States of America.

The purpose of the report is to identify and assess areas of compliance and weakness with reference to best practices in the following areas of records management:

1. Organization and scope of the County's Records Management Program
2. Retention and disposition of County records
3. Compliance with the Public Records Act
4. Transition to digital recordkeeping
5. Security and protection of County records

To establish benchmarks for the assessment, **FreeDoc**® examined the following standards, maturity models, guidelines, and technical reports to identify widely accepted requirements for effective management of recorded information in government agencies, companies, and nonprofit organizations:

- ISO 15489-1:2016, Information and documentation—Records management—Part 1: Concepts and principles
- ISO 24143:2022, Information and documentation—Information governance—Concepts and principles
- ISO 13008:2022, Information and documentation—Digital records conversion and migration process
- ISO 19475:2021, Document management—Minimum requirements for storage of documents
- ISO 23081-1:2017, Information and documentation—Records management processes—Metadata for records—Part 1: Principles
- ISO 19005-1:2005, Document management—Electronic document file format for long-term preservation—Part 1: Use of PDF 1.4 (PDF/A-1)
- ISO 19005-2:2011, Document management—Electronic document file format for long-term preservation—Part 2: Use of ISO 32000-a (PDF/A-2)
- ISO 30301:2019, Information and documentation—Management systems for records—Requirements
- ISO 30302:2022, Information and documentation—Management systems for records—Guidelines for implementation
- ISO/TR 13028:2010, Information and documentation—Implementation guidelines for digitization of records
- ISO/TR 18492:2005, Long-term preservation of electronic document-based information.
- ISO/TR 21965:2019, Information and documentation—Records management in enterprise architecture
- ISO/TR 22299:2018, Document management—Digital file format recommendations for long-term storage
- ISO/TR 22428-1:2020, Managing records in cloud computing environments—Part 1: issues and concerns
- ARMA TR 30-2017, Implementing the Generally Accepted Recordkeeping Principles
- ARMA TR 27-2015, Retention Management for Records and Information
- ARMA TR 29-2017, Vital Records
- ARMA TR 25-2014, Auditing for Records and Information Management Program Compliance
- National Archives and Records Administration, Records and Information Management Self-Evaluation Guide

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- National Archives and Records Administration, Federal RIM Program Maturity Model User's Guide
- National Archives and Records Administration, Criteria for Successfully Managing Permanent Electronic Records
- Washington State Archives, Basics of Records Management: Laws and Rules for Records Management
- Washington State Archives, Basics of Records Management: Recommended Policies and Procedures for Managing Records
- Washington State Archives, Improving Agency Records Management Programs: What are the Leading Practices for Records Management and Retention?
- Washington State Archives, Improving Agency Records Management Programs: Examples of Leading Programs in Action.

Additionally, to supplement the analysis **FreeDoc**® compared the County's recordkeeping policies and practices using publicly available information about records management programs for the 15 largest counties in the United States, being: Los Angeles County, Cook County (IL), Harris County (TX), Maricopa County (AZ), San Diego County, Orange County (CA), Miami-Dade County, Dallas County, Riverside County (CA), Clark County (NV), San Bernardino County (CA), Tarrant County (TX), Bexar County (TX), Broward Country (FL), and Santa Clara County (CA).

Two large New York counties, Kings (Brooklyn) and Queens, are omitted from the comparison because they are not self-governing.

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Table of Contents

2.9. Retention guidance is understood and systematically applied by departments and appropriately trained workforce members.

3   PUBLIC RECORDS ACT (PRA) COMPLIANCE

3.1.   Workforce members understand the County's obligations for disclosure of public records.

3.2. Public record requests are logged and tracked.

3.3. County agencies are able to locate non-exempt records requested by the public.

3.4. Departments understand which records are exempt from public disclosure.

4   DIGITAL TRANSITION

4.1. Digital transition is an integral component of the County's records management strategy and practices.

4.2. The County has the necessary technological resources and technical expertise to support the transition to electronic recordkeeping.

4.3. Electronic records are acceptable as official copies to satisfy retention requirements for County records.

4.4. The County has a trustworthy repository for electronic records that require long-term or permanent retention.

4.5.   A digital continuity process ensures the continued readability and usability of electronic records throughout their retention periods.

4.6.   File plans and file naming rules support the logical organization, identification, and retrieval of County records.

5   SECURITY AND PROTECTION OF COUNTY RECORDS

5.1. Access controls prevent unauthorized viewing, alteration, or disposal of County records.

5.2. Unauthorized disclosure of personal data or other confidential information contained in County records is prohibited.

5.3. County departments have identified mission-critical records.

5.4 Appropriate disaster recovery plans have been developed for essential County records.

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1. RECORDS MANAGEMENT PROGRAM

1.1. The definition and ownership of County records is established by law and/or policy.

Best Practice: A clear definition of records establishes a records management program's scope.   An ownership statement establishes the program's authority for storage, control, retention, and disposition of records. ARMA International's Generally Accepted Recordkeeping Principles and the ARMA maturity model do not address these matters. The definition and ownership of federal records is covered by laws and regulations.

Assessment: The County's Records Management Program satisfies this requirement. The definition and ownership of County records is established by a combination of law and policy.

- Public records are broadly defined in the Revised Code of Washington (RCW) 40.14.010 and RCW 42.56.010 to include any recorded information "prepared, owned, used, or retained by any state or local government agency regardless of physical form or characteristics."

- As specified in RCW 40.14.020, "all public records shall be and remain the property of the state of Washington." They must be stored, transferred, preserved, destroyed, disposed of, and otherwise managed in accordance with state law.

- Section 2.12.005 of the King County Code adopts the Washington State definition without asserting the County's ownership of public records.

- Executive Policy INF 15-4-1-EP addresses the ownership issue. It states that "all records created or received in the course of County business are and remain the property of King County."

Recommendations/Suggestions: The expansive definition presented in state law applies to all recorded information, but most records management programs exclude some information-bearing objects that do not have record status. Such objects are termed "non-records." Examples include library materials and other publications that are acquired and maintained solely for general reference purposes rather than to support a specific business function or operation; unsolicited brochures, catalogs, pamphlets, email, instant messages, text messages, and voice mail that have no substantive business value; undistributed inventory of reports, bulletins, circulars, employee newsletters, brochures, posters, handbooks, publications, and other materials intended for sale or dissemination; and personal papers that may be kept in an employee's work area or personal computer storage space but that were not created or received in the course of business and do not relate in any way to the employee's duties. At the federal level, non-records are defined in 36 CFR 1222.14. Many states have similar regulations, Washington being a notable exception. To clarify its scope, the Records Management Program should consider issuing a guidance document about non-records.

1.2. The County has an enterprise-wide records management program that encompasses recorded information maintained by all departments.

Best Practice: According to ISO 30300:2020, a records management program may establish policies and objectives for a whole organization or specific parts thereof. Most authorities cite an enterprise-wide program as ideal. The ARMA maturity model requires an ongoing program that is responsible for records on an organization-wide basis. The NARA (National Archives and Records Administration) maturity model requires an agency-wide RIM (Records and Information Management) program with defined roles and responsibilities. Neither maturity model recognizes the possibility of exceptions for specific departments or recordkeeping operations, but such exceptions are common in practice.

Assessment: The County's Records Management Program satisfies this requirement. The Program's authority and responsibilities are defined by policy.

- As specified in Section II of Executive Policy INF 15-4-1-EP, the King County Records Management Program's authority and responsibilities encompass "all offices, departments, boards, commissions, committees or similar entities of the County." It states that the Records Management Program is "responsible for providing tools, resources and education needed to implement mandated records management law, regulations, procedures, and best practices countywide."

- Section IV of Executive Policy INF 15-4-1-EP defines the Records Management Program's scope broadly to include "all King County offices, departments, officials, workforce members, boards, commissions, committees, and the members of the boards, commissions or committees, volunteers, or similar entities as well as contractors and grantees."

- Other large counties surveyed for this project do not have a strong enterprise-wide program. Most of the records management initiatives are decentralized at the department level.

Recommendations/Suggestions: None.

1.3. The County's records management program has an organizational placement that is formally defined and consistent with the program's objectives and responsibilities.

Best Practice: The organizational placement of a records management program has a significant impact on its effectiveness and acceptance. In government and some nonprofit organizations, records management programs are often based in an archival agency. In for-profit companies, which seldom have an archival function, a records management program may be part of an administrative services, legal, or information services department. According to ARMA's Generally Accepted Recordkeeping Principles and the ARMA maturity model, an organization's records management function must be responsible to a member of senior management, but the maturity model does require a specific organizational placement. The NARA maturity model requires a records management program to be aligned with its agency's mission and business activities. Its organizational placement must give the program "visibility."

Assessment: The County's Records Management Program satisfies this requirement. The Program's organizational placement is defined by policy and appropriate for its mission and responsibilities.

- As provided in Section 2.12.035 of the King County Code, the Records Management Program is based in the Records and Licensing Services (RALS) Division of the County's Department of Executive Services, which provides internal services to County government. The Program is part of the Division's Archives, Records, and Mail Services (ARMMS) group, which reports to the Division Director, a senior County official and an experienced administrator.

- County government is committed by law to the permanent preservation of archival records. An organizational placement of records management in the same unit as the County Archives facilitates the identification and preservation of historically significant records that are created and maintained by County agencies. The Archives is the County's official repository for such records.

- An organizational placement in the same unit as the County Archives is consistent with prevailing practices for management of government records in the United States and many other countries. NARA is the records management authority for federal government agencies. The Washington State Archives is the records management authority for state and local government agencies.

- While these functions do not overlap with ARMMS, other RALS groups have records-related responsibilities. The Recorder's Office is responsible for preserving, indexing, and providing reproductions of records related to real estate. The Licensing group maintains records related to vehicles, vessels, and taxi and for-hire drivers. The Animal Services group maintains licensing and other records related to pets.

- A survey of large U.S. counties indicates that of those counties with a county-wide records management function, it is based within the office of the County Clerk or Recorder.

Recommendations/Suggestions: None.

1.4. The County's records management program has a governance framework that defines roles and responsibilities at all phases of the information life cycle.

Best Practice: A governance framework is responsible for directing and controlling a records management program. The NARA maturity model requires a federal agency's records management program to have a governance framework that is based on legislative and statutory requirements and documented in an understandable manner. The ARMA maturity model does not specify a governance framework, but it does require an organization to define specific goals related to accountability.

Assessment: The County's Records Management Program satisfies this requirement. Policies establish a hierarchical governance framework for the records management program with well-defined roles and responsibilities at the Countywide and agency levels.

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- Executive Policy INF 15-4-1-EP establishes the King County Records Management Program's role and responsibility for "providing tools, resources and education needed to implement mandated records management law, regulations, procedures, and best practices countywide."

- According to Executive Policy INF 15-4-1-EP, Agency Directors must designate Agency Records Officers who will work with the Records Management Program to "establish and implement records management best practices within the agency." According to the County's website, the Agency Records Officer will select and oversee the training and performance of the agency's deputy records officer, records management leads, disposition authorities, and record coordinators.

- According to Executive Policy INF 15-3-2 (AEP), the disposition authority is the liaison between an agency and the Records Management Program. The disposition authority is responsible for approving final disposition of agency records. All County agencies must have at least one disposition authority.

- According to Executive Policy INF 15-3-2 (AEP), a records coordinator is responsible for sending records to and retrieving records from the County records center.

- The County's website provides additional information about the roles and responsibilities of records management leads and disposition authorities.

- As specified in Executive Policy INF 15-4-1-EP, supervisors must inform newly hired or transferring workforce members about their duties as custodians of public records within 15 working days of the hiring date.

- Other large counties surveyed for this project do not provide comparable guidance about records management roles and responsibilities. Some do not appear to have defined roles for agency records management.

Recommendations/Suggestions: None.

1.5. The program's governance framework includes an advisory committee with members from key departments and agencies who meet regularly to discuss records management issues and provide advice and support for records management initiatives.

Best Practice: Many government agencies, companies, and other organizations have an advisory committee with oversight responsibilities for records management initiatives, including defining program objectives and reviewing policies and procedures. Committee membership typically includes representatives of organizational units with mission-critical business operations, important collections of records, and a strong interest in systematic management of recorded information. According to the ARMA maturity model, a "stakeholder committee representing all functional areas" is a characteristic of a proactive records management program. The NARA maturity model does not address this requirement.

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Assessment: The County's Records Management Program satisfies this requirement. The King County Public Records Committee (PRC) was established in 2006 by Ordinance 15608 to advise the County Council and County Executive about matters relating to public records maintained by County departments and agencies.

- As specified in Section 2.14.020 of the King County Code, the PRC has countywide advisory responsibilities for management of both paper and electronic records.

- The PRC's guiding principles, goals, and governance structure are formalized in a written charter, which is publicly available online.

- The PRC is chaired by the Director of the Records and Licensing Services Division.

- The PRC's membership includes representatives from County departments and agencies.

- The PRC meets monthly. The agenda and minutes for each meeting are publicly available online.

- The PRC issues an annual report as required by Ordinance 18635. The report summarizes the committee's work plan and activities in relation to the goals specified in its charter.

Recommendations/Suggestions: None.

1.6. Records management policies, standards, and guidelines are well documented and readily accessible to all County departments and agencies.

Best Practice: According to the NARA maturity model, an agency must have a communications framework that proactively disseminates policies and standards.   The ARMA maturity model does not specifically address the dissemination of records management policies and guidance, but ARMA's Generally Accepted Recordkeeping Principles requires an organization to document its records management processes in a manner that is available to all workforce members and appropriate interest parties. Absence of documentation indicates a sub-standard records management program.

Assessment: The County's Records Management Program satisfies this requirement. The Records Management Program's public website provides convenient links to policies, standards, and guidelines that are relevant for County departments and workforce members.

- The website's Policies and Regulations page provides links to the full text of the County's records management policies as well as applicable sections of the County Code, the Washington Administrative Code, and Revised Code of Washington.

- The Resources page provides useful information and guidance about selected topics, including basic records management terms and concepts, disposition of County records, transfer of archival records, legal holds, file planning, document naming conventions, destruction of paper records following scanning, salvaging damaged records, and managing County records while working remotely.

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- The Resources page's coverage of electronic recordkeeping is particularly noteworthy. It includes guidance for database records, digital photographs, digital signatures, text messages, social media posts, and digital records stored SharePoint, Teams, and OneDrive.

- Other large counties surveyed for this project do not provide comparable web access to records management policies and procedures.

Recommendations/Suggestions: None.

1.7. The records management program is responsible for County records in all formats and media.

Best Practice: A records management program's scope and authority must encompass paper, photographic, and electronic records, which increasingly dominate recordkeeping practices. In some cases, a records management program's scope also includes certain objects, such as construction models and soil samples, which are not normally considered records. Both the ARMA maturity model and the NARA maturity model require responsibility for recorded information in all formats and media.

Assessment: The County's Records Management Program satisfies this requirement. The Program's broad authority is defined by policy.

- Executive Policy INF 15-4-1-EP establishes the Records Management Program's role and responsibility for County records.

- Section 2.14.005 of the King County Code defines County records to include "any paper, correspondence, completed form, bound records book, photograph, film, sound or video recording, map, drawing, machine-readable material or other document, regardless of physical form or characteristics."

- RCW 40.14.010 and RCW 42.56.010, which apply to local governments, present similar definitions of public records.

- In the large counties surveyed for this project, centralized records management programs were limited to an 'archive function' that was purposed to manage inactive paper records within a county-operated record center. The scope and authority of those programs was limited and did not extend beyond paper records or include digital records.

Recommendations/Suggestions: None.

1.8 Designated workforce members at an appropriate level are responsible for records management in each unit of County government.

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Best Practice: As a staff function, records management develops policies, procedures, directives, and guidelines that others must implement. To succeed, a records management program requires the cooperation and assistance of knowledgeable workforce members that have records in their custody or under their supervisory control. Recognizing this, many organizations have established a formal network of designated workforce members who will interact with the records management program for all matters relating to their business units. These workforce members report to supervisors in their own departments, but they take direction from the records management function for records-related matters. According to the NARA maturity model, records management roles and responsibilities of agency workforce members must be defined at the strategic and operational levels. The ARMA maturity model does not address this requirement.

Assessment: The County's Records Management Program satisfies this requirement. The Records Management Roles page of the Records Management Program's website identifies and explains the duties of workforce members who are responsible for records management in County entities.

- According to Executive Policy INF 15-4-1-EP, Agency Directors designate Agency Records Officers who represent their agencies on the Public Records Committee and other records management workgroups. Examination of LinkedIn profiles for a sample of Agency Records Officers indicates that they tend to be experienced County workforce members in highly responsible positions.

- According to Executive Policy INF 15-4-1-EP, Agency Directors select and oversee the training and performance of the agency's deputy records officer, records management leads, and disposition authorities.

- According to County Policy INF 15-3-2 (AEP), disposition authorities must have "a strong knowledge of the agency functions and associated records." Examination of LinkedIn profiles for a sample of disposition authorities indicates that they tend to be experienced County workforce members who are involved with recordkeeping operations.

- The Records Management Roles page of the Records Management Program's website states that records management leads "are key to ensuring their coworkers have the information and on-site support needed to manage their records and information" and must have sufficient "bandwidth to fulfill this role." Examination of LinkedIn profiles for a sample of records management leads indicates that they appear to satisfy this requirement.

- As defined on the Records Management Roles page of the Records Management Program's website, all other county workforce members are considered general users with basic records management responsibilities, including creating records to document their work and organizing records for retrieval when needed.

- According to the Agency Self-Assessment Checklist prepared by the Records Management Program, records management is an implicit component of all County jobs. It must be included in all job descriptions and discussed at staff meetings.

Recommendations/Suggestions: None.

1.9 Departments and individual workforce members receive appropriate training related to County records in their custody or under their supervisory control.

Best Practice: The ARMA maturity model and the NARA maturity model both emphasize the importance of training as essential component of a records management program. According to the ARMA maturity model, formalized, well-documented training is characteristic of a proactive records management program, and an organized program of training and continuous improvement are features of a transformational records management program. According to the NARA maturity model, all agency staff must receive basic records management training, and workforce members with defined records management roles must receive appropriate specialized training.

Assessment: The County's Records Management Program satisfies this requirement. The Records Management Program offers an extensive and varied range of high-quality training opportunities for County workforce members.

- All workforce members are required to complete basic records management training. As specified in County Policy INF-15-5-1-EP, supervisors must provide newly hired or transferred workforce members access to records management training commensurate with their roles and responsibilities within 45 days of beginning work.

- According to the Agency Self-Assessment Checklist prepared by the Records Management Program, completion of basic records management training by all workforce members is a minimum expectation.

- Additional basic records management courses are provided for managers and elected officials. These courses are 10 to 15 minutes in length. The course for elected officials fulfills training requirements specified in RCW 42.56.150.

- A longer training course (1.5 hours) is offered for disposition authorities.

- Pre-recorded live demos provide detailed training on specific records management topics, such as file plans, folder structures, naming conventions, and managing records in SharePoint, Teams, and OneDrive.

- Training courses and pre-recorded live demonstrations are available for County workforce members who use Content Manager.

- The King County Records Management Program offers more complete and informative training opportunities than other large U.S. counties surveyed for this project.

Recommendations/Suggestions: The County does not have a method of determining whether and to what extent workforce members have mastered training content. The County could consider adding a self-testing component to selected training courses.

1.10. Compliance with the County's records management policies is monitored and enforced.

Best Practice: According to ARMA's Generally Accepted Recordkeeping Principles, a records management program

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must comply with "applicable laws and other binding authorities." In addition, an organization's recordkeeping policies and practices must be compatible with obligations specified in contracts and agreements; required and advisable practices presented in standards and industry norms; rules and requirements associated with an organization's internal control systems, code of conduct, and other internal mandates; and requirements that address environmental, societal, and ethical issues and concerns. According to the ARMA maturity model and the NARA maturity model, compliance must be highly valued and should be measured by internal audits, reviews, and evaluations.

Assessment: The County's Records Management Program satisfies this requirement. Compliance is mandated by policy. Department directors and supervisors are responsible for ensuring, monitoring, and enforcing compliance with the County's records management policies and procedures.

- As specified in Executive Policy INF 15-4-1-EP, all departments and workforce members must comply with the County's record retention schedules and related policies and procedures.

- According to Executive Policy INF 15-4-1-EP, Agency Records Officers must report to their department directors at least quarterly about the status of compliance with records management mandates.

- Executive Policy INF 15-4-1-EP states that workforce members who fail to comply may receive additional training and have their failure reflected in performance feedback.

- As specified in Executive Policy INF-15-5-1-EP, supervisors must provide newly hired workforce members with feedback about their records management performance as part of their probationary review. Supervisors are also responsible for ensuring that exiting or transferring workforce members properly manage their records prior to departure.

- To guide department managers and supervisors, the Agency Self-Assessment Checklist prepared by the Records Management Program specifies compliance requirements at minimum, intermediate, and best levels.

- The Agency Self-Assessment Checklist specifies that records management is to be included in all workforce member's performance evaluations.

Recommendations/Suggestions: The Records Management Program might consider having department managers provide an annual written attestation that recordkeeping practices within the manager's department comply fully with all applicable requirements. Some organizations use this approach and have found it helpful. For a higher level of compliance measurement, the County could consider periodic internal audits of selected departments. Some organizations strive to have individual departments audited at 3-year intervals.

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2. RETENTION AND DISPOSITION OF COUNTY RECORDS

2.1. County records are covered by formal retention guidance.

Best Practice: Policies and procedures for record retention and disposition have been core components of systematic records management for three-quarters of a century. According to ARMA's Generally Accepted Recordkeeping Principles, an organization must retain its recorded information for an appropriate period of time and dispose of them when they are no longer needed. With the ARMA maturity model, a formal retention schedule is required for a records management program at the essential level and higher. Its absence indicates a substandard program. The NARA maturity model requires agencies to have a formal records management strategy with "a defined lifecycle management schedule."

Assessment: The County's Records Management Program satisfies this requirement.   As required by law and policy, the County has well-established retention schedules and supporting policies.

- According to RCW 40.14.060, an approved retention schedule is a precondition for destruction of public records.

- As specified in Section 2.12.060 of the King County Code, retention and disposition of County records, including identification of archival records, must be "In accordance with approved records retention schedules established pursuant to RCW 40.14.070."

- According to Section 2.12.040 of the King County Code and Executive Policy INF 15-4-1-EP, the Records Management Program is authorized to develop and maintain retention schedules for County records.

- Retention schedules for County agencies are publicly available and searchable on the Records Management Program's website. The schedules' format and content are modeled after retention schedules issued by the Washington State Archives, which are similar to schedules prepared by other governmental entities.   For each record series, the schedules indicate the owner, title and description, retention period and cutoff point, the archival designation (where applicable), the disposition authority number, and the series title from the State schedule for local government records.

- A general schedule provides retention guidance for commonly-encountered administrative records that are held by multiple County agencies. Agency-specific schedules list records that are maintained by individual County agencies, including records from the general schedule.

- The County's organization chart lists 19 major agencies and almost 100 sections or subdivisions that may maintain records. The selection menu included in the online County retention schedules lists 25 agencies. Within the scope of this project, **FreeDoc**® is unable to determine whether retention schedules have been prepared for all County departments, agencies, and offices.

INFORMATION AUTOMATION

- Individual agencies schedules appear to be reasonably complete based on **FreeDoc**® 's experience with comparable departments in other governmental entities. Within the scope of this project, however, **FreeDoc**® is unable to verify whether the retention schedules include all records maintained individual agencies. Such verification would require in-depth interviews with County agencies to discuss their recordkeeping practices.

Recommendations/Suggestions: None.

2.2. Retention guidance complies fully with applicable laws and regulations.

Best Practice: According to ARMA's Generally Accepted Recordkeeping Principles, retention decisions must take legal and regulatory requirements into account. Legal retention criteria may be defined by laws, regulations, or other legal instruments that mandate the retention of certain records for specific periods of time. A broader group of legal considerations is concerned with the retention of records for use as evidence in litigation and other legal proceedings. Where such requirements exist, these typically establish minimum retention periods for the recorded information to which they pertain. Retention periods determined by other criteria may be longer than those defined by legally-mandated recordkeeping requirements, but never be shorter. The ARMA maturity model requires a legally-compliant retention schedule. The NARA maturity model requires a retention schedule based on "legislative and statutory regulatory requirements."

Assessment: The County's Records Management Program satisfies this requirement. Legally-compliant record retention is mandated by County policy and prevailing practice.

- According to Executive Policy INF 15-4-1-EP, the Records Management Program "shall develop record retention schedules for County agencies in accordance with all applicable laws, regulations and best practices."

- According to the Records Management Program's website, the County's retention schedules are based on and comply with Washington State requirements.

- Local government schedules issued by the Washington State Archives identify archival records and specify minimum retention periods for nonpermanent records. The State Archives provides a general schedule for commonly encountered and agency-specific records.

- The Washington State retention schedules are updated regularly to reflect changes in federal and state laws and regulations that specify recordkeeping requirements.

- Record series listed in the County's retention schedules reference the disposition authority number of corresponding record series in the Washington State schedule.

- According to its web site, the Records Management Program audits the County retention schedules periodically to ensure compliance with Washington State requirements.

Recommendations/Suggestions: None.

2.3. Retention guidance covers County records in all formats.

Best Practice: Through the 1990s, most retention schedules were developed for paper records but, with most records now originating in electronic form and only occasionally being printed for retention, the paper-centric approach is incomplete. A media-neutral retention schedule specifies the retention period for a given type of record regardless of the medium in which the record is stored. The media-neutral approach shifts the focus from the record storage medium to the information that the medium contains. The agency that maintains a given record will determine the storage medium and format in which the record will be retained, subject to legal or operational restrictions that may mandate a specific storage medium or format. According to the ARMA maturity model, an organization's disposition processes must cover records in all media. The NARA maturity does not address this matter.

Assessment: The County's Records Management Program satisfies this requirement. The Program's retention authority encompasses electronic and physical records.

- As specified in Washington Administrative Code (WAC) 434-662-030, electronic and paper records are "bound by the same provisions" for retention and disposition.

- The County's retention policies and schedules are based on the function and content of a record, not its format. Retention periods are media-neutral unless a given record series exists in only one medium. Descriptions of record series listed in the County's retention schedules include examples of electronic and physical records.

- The Records Management Program's website provides guidance for retention and purging of database records, retention of social media content, retention of email and text messages, and purging obsolete records from shared drives. The County's guidance is adapted from records management advice issued by the Washington State Archives.

- Most of the large counties surveyed for this project do not provide comparable guidance about retention of electronic records. Some of the counties limit retention guidance to physical records.

Recommendations/Suggestions: The Washington State Archives has issued guidance on various topics not covered by the Records Management Program upon King County's website. Examples include retention of video conferencing records, voicemail, and drone recordings. The Records Management Program should consider adapting this guidance for County agencies or providing links to this guidance upon the Records Management Program Resources page of County's website.

2.4. Retention guidance is provided for duplicate records and other documents of transitory value.

Best Practice: Where a given record exists in multiple copies, the copy that will satisfy an organization's legal and operational retention requirements is termed the official copy.   Other copies are considered duplicate records. A

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INFORMATION AUTOMATION

records management program must provide reasonable retention rules for duplicate records, which are often more numerous than official copies. Other transitory documents, such as outlines and notes may be developed during the transaction of an organization's business or during the preparation of specific records. Most transitory documents, such as notes taken at a meeting or annotations on a draft document that is ultimately superseded by a final version, have no operational value to warrant retention beyond the moment of immediate usefulness. At the highest level of the ARMA maturity model, retention covers all information not just official records. The NARA maturity model does not address this issue. According to federal regulations, duplicate copies and transitory documents are considered non-records.

Assessment: The County's Records Management (RM) Program satisfies this requirement. The RM Resources page of the Records Management Program's web site provides retention guidance for transitory records, which are defined as having short-term value and not serving as evidence of agency functions.

- The retention guidance provides a non-exhaustive list of transitory records, which includes duplicate copies.

- The retention guidance allows transitory records to be deleted or discarded without completing a destruction form.

- The glossary provided on RM Resources page of the Records Management Program's web site defines transitory records as not having any legal retention requirement.

Recommendations/Suggestions: Records Management Advice issued by the Washington State Archives in March 2021 provides a long list of common records with minimal retention. Transitory records are also identified in Section 6 of the Local Government Common Records Retention Schedule (CORE). The Records Management Program should consider including a link to the Records Management Advice and CORE retention schedule on its RM Resources page or expanding its own list to include additional items.

The County's retention guidance states that transitory records "can and should be deleted or destroyed" but it does not specify a time frame for this to occur. Records Management Advice issued by the Washington State Archives states that transitory records "can typically be destroyed when no longer needed." The CORE retention schedule states that transitory records are to be retained until they are "no longer needed for agency business." These guidance statements are permissive rather than prescriptive. A department could retain transitory documents much longer than necessary. To address this issue, some organizations specify a maximum retention period—perhaps 3 years—for transitory records. If a given record needs to be retained longer than the maximum period, it should not be considered transitory.

2.5   A process is in place for updating retention guidance when needed.

Best Practice: Like all policy and procedural documents, retention schedules are subject to changes in legal, regulatory, and organizational requirements. Retention schedules must be reviewed periodically and revised as necessary to add or delete record series or to change retention periods. The ARMA and NARA maturity models require up-to-date retention guidance.

Assessment: The County's Records Management Program satisfies this requirement. The Program is responsible for updating the County's retention schedules.

- The Agency Self-Assessment Checklist instructs County agencies to be sure that retention schedules accurately reflect the agency's records. If changes are needed, agencies should contact the Records Management Program, but no timeframe is specified for schedule reviews.

- According to the Records Management Program's website, information on the Retention Schedules web page is updated daily by Content Manager.

Recommendations/Suggestions: The Records Management Program could provide guidance to County agencies about the circumstances in which retention schedules are likely to require revision. For example, when a new record series is created; a record series was overlooked when the agency's retention schedule were initially prepared or last revised; an agency obtains one or more records series through a merger or acquisition; the agency's retention schedule does not conclusively identify an existing record series; an existing record series is divided into multiple series, each having different retention requirements; an existing record series is combined with another record series that has a different retention period; a record series listed in the agency's retention schedule is discontinued; the retention period prescribed for a given record series is not clear; and legal or regulatory developments warrant reconsideration of retention periods for specific record series.

The Records Management Program could consider instructing County agencies to review their retention schedules annually for omissions, changes in retention periods, and record series that are no longer being maintained. Agency Records Officers should be required to submit a written attestation that the review was completed.

2.6. County records that warrant retention are saved in managed repositories.

Best Practice: Records should be saved in a managed repository until retention has elapsed. Possibilities include an in-house or commercial record center for non-permanent paper documents, a records management application or electronic document system for non-permanent electronic records, and an archival repository of digital preservation application for permanent records.

Assessment: The County's Records Management Program satisfies this requirement. Inactive records must be saved in enterprise-wide repositories, which are managed by the County unless exception is granted by the Public Records Committee.

- According to Executive Policy INF 15-4-1-EP, inactive physical records must be stored in the County Record Center.

- According to Executive Policy INF 15-4-1-EP, Content Manager is the official repository for the County's inactive electronic records.

- According to Executive Policy INF 15-4-1-EP and Section 2.12.035 of the King County Code, the King County Archives is the official repository for County records that are determined to have archival value, which is defined in WAC 434-663-240.

- Individual agencies determine where and how their active records will be maintained. If a record requires continued retention, it will eventually be transferred to the County Record Center or Content Manager.

Recommendations/Suggestions: None.

2.7.   There is a convenient and reliable process for identifying and destroying County records with elapsed retention periods.

Best Practice: Nonpermanent records must be discarded by a reliable and appropriately secure method after retention has elapsed except where destruction of specific records has been suspended for archival purposes, litigation, government investigation, tax audits, or other reasons as determined by an organization's record retention policies. If records are not destroyed as scheduled, the preparation of retention schedules is merely a time-consuming exercise. For an organization's retention practices to be considered legally acceptable, records must be discarded in the normal course of business when retention has elapsed. Discretionary deviations from approved retention schedules are unacceptable. The ARMA and NARA maturity models require consistent disposition of records with elapsed retention periods.

Assessment: The County's Records Management Program satisfies this requirement. The County's processes for destruction of nonpermanent records with elapsed retention periods are governed by and comply with State law.

- RCW 40.14.060 specifies requirements and restrictions pertaining to destruction of official public records.

- As specified in Section 2.12.060 of the King County Code, Records Management is in charge of legal disposition of County records.

- According to Executive Policy INF 15-4-1-EP, individual agencies are responsible for disposition of inactive physical and electronic records in accordance with their approved retention schedules and related policies and procedures.

- The RM Resources page of the Records Management Program's website provides guidance for disposition of County records with elapsed retention periods.

- Content Manager manages retention of all electronic records that it stores and physical records housed in the King County Record Center. Content Manager will identify records with elapsed retention periods and automatically initiate the disposition process.

- County agencies must create a disposition request for nonpermanent records that are not stored in Content Manager or the King County Record Center. Agencies can use Content Manager to create and submit a

INFORMATION AUTOMATION

disposition request form. The Records Management Program's website includes a video that instructs agencies how to complete this process.

- When a disposition request has been approved, agencies can send physical records to the Record Center for destruction if desired. Alternatively, an agency can destroy its own records or contract with a record destruction company.

- Neither a disposition request nor prior approval is required for destruction of transitory records.

Recommendations/Suggestions: The Records Management Program is responsible for appropriate destruction of electronic records saved in Content Manager and physical records stored in the Kings County Record Center, but no guidance is provided for County department of agencies desiring to destroy records specifically located within individual department following approval of a request to disposition the records.

The Records Management Program should consider creating a policy or guidance regarding appropriate destruction methods for County records that contain confidential information or personal data. Section C of the King County Data Security Policy requires data asset owners and custodians to implement secure destruction methods, but it does not specify approved methods. The County's Human Resources department has a policy for secure destruction of employment data, but does not specify how this is to be done or documented.

2.8. A process is in place for suspending destruction of County records considered relevant for legal proceedings.

Best Practice: An organization must act promptly and decisively to preserve evidence by imposing a mandatory legal hold on records deemed relevant for lawsuits, government investigations, arbitrations, or other legal proceedings. A legal hold is a temporary suspension of destruction for records that may be relevant for legal proceedings. The hold must be implemented as soon as the organization receives a summons or complaint, when the organization is first on notice regarding possible legal proceedings, or when a pre-litigation dispute or repeated inquiries about a specific matter suggests that legal proceedings can be reasonably anticipated. Records that are subject to a legal hold will not be destroyed until the legal matters to which they relate are fully resolved and the legal hold is rescinded, even if the records' retention periods elapse in the interim. The ARMA maturity model requires a well-managed legal hold process with defined roles. The NARA maturity model does not address this matter.

Assessment: The County's Records Management Program satisfies this requirement. Preservation of County records that are deemed relevant for legal proceedings is mandated by law, policies, and procedures.

- Executive Policy INF 15-4-1-EP prohibits destruction of County records that are needed for legal proceedings, investigations, audits, or public record requests.

- Executive Policy LGL-15-1-1-EP mandates the preservation of County records that are subject to legal holds. According to that policy, the Agency Attorney will issue a legal hold in response to litigation or anticipated litigation. Agency Records Officers are responsible for working with agency staff, King County Information Technology (KCIT), and the Records Management Program to ensure that records are not destroyed until the legal hold is lifted.

- RCW 42,56,100 and WAC 44-14-03005 prohibit the destruction of records that are subject to an active public records request, even if the retention period has elapsed or will elapse before the request is fulfilled.

- The RM Resources page of the Records Management Program's website provides guidance related to best practices for legal holds. It specifies the responsibilities of the Prosecuting Attorney's Office, Agency Records Officers, Disposition Authorities, Records Management Leads, and the Records Management Program.

- The Records Management Program notes that the guidance can be adapted for records needed for audits, investigations, or Public Records Act requests.

- The Records Management Program maintains a master list of legal holds. Agency Records Officers are responsible for adding new holds to the list, updating information about existing holds, and identifying holds that have been lifted.

- The Records Management Program implements holds to prevent destruction of inactive records stored in Content Manager or the King County Record Center.

Recommendations/Suggestions: None.

2.9.   Retention guidance is understood and systematically applied by departments and appropriately trained workforce members.

Best Practice: To support its retention initiatives, an organization must develop and conduct training sessions for agency workforce members, including those who may be hired in the future. Managers must understand the scope and purpose of the record retention initiative in order to support their workforce members and ensure compliance. All workforce members will require a basic understanding of the organization's records management policies and retention schedule at a level sufficient to implement prescribed retention periods for records in their custody. New workforce members should receive training at the time they are hired as part of the organization's orientation process.   Selected workforce members should receive additional training periodically to reinforce their understanding of the retention schedule. The ARMA and NARA maturity models require that all staff receive appropriate training,

Assessment: The County's Records Management Program satisfies this requirement. The Records Management Program's website provides links to basic and specialized training courses and demonstrations for County workforce members.

- A basic records management training course is mandatory for all agency workforce members. The Records Management Program provides a variation of the basic training course for elected officials, managers, and supervisors.

- The Records Management Program provides a 1.5-hour training course for agency workforce members who designated as Disposition Authorities.

- The Records Management Program offers live and pre-recorded demonstrations that provide practical instruction on a variety of topics. These demonstrations, which are conducted by the Records Management Program's staff, are intelligently conceived, clear, and informative.

Recommendations/Suggestions: Compared to other large counties surveyed for this project, the Records Management Program provides a very comprehensive range of training opportunities. Every workforce member has access to the training necessary to understand retention guidance for County records within custody or under supervisory control of the workforce member. To determine whether and to what extent training content is understood by County workforce members, the Records Management Program should consider adding a testing component to the basic records management course. The County may consider posting examples of "FAQ's, Do's and Don'ts of Public Information Management" for handling information within the County.

3. PUBLIC RECORDS ACT (PRA) COMPLIANCE

3.1. Workforce members understand the County's obligations for disclosure of public records.

Best Practice: Freedom of information and public disclosure laws require that public records maintained by local agencies be made available on request to members of the public, with very narrow statutory exemptions. Individual agencies must be staffed and trained to fill public record requests within the required timeframe. While it does not mention public records disclosure laws, the ARMA maturity model requires transparent recordkeeping practices that make information available to "legitimately interested parties." The ARMA maturity model also requires compliance with applicable laws. The NARA maturity model does not cover federal public disclosure requirements, which are primarily handled by the U.S. Department of Justice. Like other federal agencies, NARA has its own public disclosure office.

Assessment: The County's Records Management Program satisfies this requirement. Workforce members' responsibilities under the PRA are defined by law, policies, and guidance. The Records Management Program is not directly responsible for PRA requests, but its policies and retention schedules facilitate PRA compliance.

- As specified in RCW 42.56.580, WAC 44-14-02002, and Section 2.12.230 of the King County Code, each County agency must appoint a Public Records Officer who will oversee compliance with the Public Records Act and serve as a point of contact for public record requests.

- As specified in Executive Policy INF-17-4-1-EP, each Executive Branch department must designate a Departmental Public Records Officer who will coordinate responses to requests for public records and ensure departmental compliance with the Public Records Act. Departmental Public Records Officers are responsible for communicating the policy to "the management structure within their respective agencies and other appropriate parties."

- According to Executive Policy INF-17-4-1-EP, all Executive Branch workforce members must respond to their Public Records Officer's requests for records in a timely and thorough manner.

- The Public Records Officer Toolkit issued by the County's Public Records Program includes a reference guide, templates, and other material that give County workforce members clear, detailed guidance regarding

INFORMATION AUTOMATION

fulfillment of a public records request. The reference guide defines the responsibilities of workforce members who have custody of County records. Workforce members who receive a custodian search request will understand what is expected of them.

- RCW 42.56.152, RCW 42.56.150, and WAC 44-14-00005 prescribe training requirements related to the Public Records Act for public records officers and local elected officials. As specified in RCW 42.56.152, public records officers must receive training in record retention.

- The Public Records Officer Toolkit provides links to additional reference and training resources.

Recommendations/Suggestions: None.

3.2. Public record requests are logged and tracked.

Best Practice: Local government agencies must create and maintain certain information to track the receipt, progress, and disposition of all public record requests. This documentation is to be managed like other records. The ARMA maturity model requires oversight of an organization's recordkeeping practices to ensure compliance with transparency requirements. The NARA maturity model does not address this issue.

Assessment: The County's Records Management Program satisfies this requirement.
Documentation of public record requests is mandated by law, policy, and procedure. This documentation is subject to the County's retention policies. Inactive records for PRA requests will be stored in Content Manager, which is managed by the Records Management Program

- RCW 40.14.026 requires agencies to maintain a log of public record requests, including the date, text of the original request, a description of the records produced, a description of the records redacted or withheld, and the date of final disposition.

- According to WAC 44-14-04004, an agency must be able to identify records provided to a requester.

- According to Executive Policy INF-17-4-1-EP, Executive Branch workforce members must document their searches for public records when requested to do so by their Public Records Officer.

- The Public Records Officer Toolkit provides detailed procedures and instructions for documenting requests, including correspondence related to the request, custodian search forms, copies of all records received from custodians and provided to the requester.

- Information about requests for Executive Branch records is entered into Dynamics 365, which is the County's tool for tracking and documenting requests.

- The Reference Guide and templates for organizing and documenting an agency's responses to public records requests.

27

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INFORMATION AUTOMATION

- Matter files related to closed requests are stored in the County's electronic records management system.

Recommendations/Suggestions: None.

3.3. County agencies are able to locate non-exempt records requested by the public.

Best Practice: Local government agencies must conduct thorough searches to locate requested records and respond with the timeframe required by law. The ARMA maturity model requires an organization to have specific goals related to retrieval of information. The NARA maturity model requires timely access to and retrieval of records.

Assessment: The County's Records Management Program satisfies this requirement. County agencies are staffed and trained to fulfill PRA requests. Searches are facilitated by retrieval mechanisms and guidance put in place by the Records Management Program.

- Agencies must conduct an adequate search for requested records. The Public Records Officer Toolkit provides search instructions and other useful guidance for locating documents and email to respond to public record requests.

- Content Manager must be searched for PRA requests that involve inactive records. The Records Management Program provides training, a search manual, and other guidance to support such searches.

- Examination of data reported to the Joint Legislative Audit & Review Committee as required by RCW 40.14.026 indicates that the County was able to successfully respond to public record requests in the vast majority of cases.

Recommendations/Suggestions: None.

3.4. Departments understand which records are exempt from public disclosure.

Best Practice: Numerous local government records are exempt from PRA requests. Agencies must avoid the inadvertent disclosure of exempt records as well improper denial of requests for non-exempt records. ARMA's Generally Accepted Recordkeeping Principles requires a "reasonable level of protection" for private, confidential, and privileged information. According to the ARMA maturity model, records must be protected from inadvertent disclosure. The NARA maturity model requires an organization to provide guidance regarding handling of public records that are exempt from disclosure.

Assessment: The County's Records Management Program satisfies this requirement. County workforce members have access to Information about PRA exemptions.

- Exemptions are explained in training materials prepared by the Public Records Program and in training resources available from the Municipal Research and Services Center, Washington Association of County Officials, Washington Association of Public Records Officers, and other organizations.

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- The Records Management Program's website includes links to state regulations that specify exemptions.

- The Public Records Officer Toolkit identifies commonly used exemptions and the circumstances in which they apply.

- Examination of data reported to the Joint Legislative Audit & Review Committee as required by RCW 40.14.026 indicates that the County's executive departments received few public record requests that were judged to be exempt. The Prosecuting Attorney's Office and Sheriff declined some requests for reasons permitted by law.

Recommendations/Suggestions: None.

4.   DIGITAL TRANSITION

4.1. Digital transition is an integral component of the County's records management strategy and practices.

Best Practice: Most recorded information is created, received, and retained in electronic form. A decade ago, word processing files, email messages, and other electronic documents were routinely printed for filing and retention. This practice has been discontinued because it is impractical, time-consuming and prohibitively expensive. In keeping with the federal government's modernization initiatives, the NARA maturity model requires an organization-wide emphasis on electronic recordkeeping to reduce manual processes. The National Archives no longer accessions paper records. The ARMA maturity model does not address this issue.

Assessment: The County's Records Management Program satisfies this requirement. The Program's information management initiatives increasingly focus on electronic recordkeeping.

- As specified in RCW 43.205.351, the State legislature encourages local governments to "develop, store, and manage public records and information in electronic formats to meet their missions and objectives."

- The County's Strategic Information Technology Plan, 2020-2023 includes elimination or reduction of "consumption, storage, and warehouse costs for paper-intensive processes "as one of its objectives.

- While not specifically addressed in records management policies, keeping of electronic records is an integral component of the County's Records Management Program. Guidance documents and training materials for electronic records outnumber those for physical records.

- The RM Resources page of the Records Management Program's website provide guidance about specific aspects of electronic recordkeeping, including database purging, review and clean-up of shared drives, electronic signatures, retention of text messages and social media posts, retention of email, and storage locations for electronic records.

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INFORMATION AUTOMATION

- The Records Management Program's implementation of Content Manager provides a County-wide repository for retention of inactive electronic records.

Recommendations/Suggestions: In the Agency Self-Assessment Checklist issued as a guidance document by the Records Management Program, paperless recordkeeping is an attribute of the highest level of agency records management, but it is described as optional. The Records Management Program should consider a policy or strong guidance statement that strongly encourages County agencies to transition to electronic records to the extent possible for information-intensive business processes.

4.2. The County has the necessary technological resources and technical expertise to support the transition to electronic recordkeeping.

Best Practice: A digital transition requires appropriate technical and human resources. An organization must have a sufficient computing resource, a suitable networking infrastructure, and a knowledgeable staff to support the creation, storage, distribution, and retention of electronic records.   The NARA maturity model requires an organization to have technology and staff to facilitate the automation of records management processes. The ARMA maturity model does not address this issue.

Assessment: The County's Records Management Program satisfies this requirement. The Records Management Program and the County's Information Technology department have the staff skills and technical resources to support electronic recordkeeping.

- The Information Technology department provides multiple repositories for storage of the County's electronic records. The RM Resources page of the Records Management Program's website provides a clear explanation of the purpose, advantages, and limitations of these repositories for active and inactive records.

- The Information Technology department has implemented the iLinx application from ImageSource as a County-wide electronic document management system. Some County agencies have implemented other document management applications.

- Review of records management guidance documents and training materials indicates the Records Management Program's staff has an excellent working knowledge of recordkeeping technologies and is well-prepared to support the County's transition to electronic recordkeeping.

- Training videos available on the Records Management Program's website provide clear, informative instruction about organizing and storing County records in specific repositories, including OneDrive, SharePoint, Teams, shared drives, and the email system.

Recommendations/Suggestions: None.

4.3. Electronic records are acceptable as official copies to satisfy retention requirements for County records.

INFORMATION AUTOMATION

Best Practice: Where a given record exists in multiple copies, the copy that will satisfy an organization's legal and operational retention requirements is termed the official copy. Unless prohibited by a law or regulation, a department will determine which copy of a given record it will retain as the official copy, provided that the copies are equivalent in content and functionality. The ARMA maturity model does not specifically address the official copy status of electronic records, but it does require that an organization maintain records in a manner that ensures their authenticity and reliability. The NARA maturity model does not address this issue, but federal laws and regulations that prescribe recordkeeping requirements are media-neutral.

Assessment: The County's Records Management Program satisfies this requirement. The status of electronic records as official copies is established by State law.

- According to WAC 434-662-040, records that originate in an electronic format must be retained electronically. Printing copies for retention is not an acceptable substitute.

- WAC 434-663-100 establishes the legality of digital images as official copies of public records when certain conditions are satisfied, but WAC 434-663-640 requires approval of a local records committee for destruction of archival records following imaging.

- The RM Resources page of the Records Management Program's website specifies requirements and an approval process for the destruction of paper records following digitization. Examination of the Disposition After Disposition (DAD) forms submitted by County departments provides evidence of compliance with this process.

Recommendations/Suggestions: None.

4.4. The County has a trustworthy repository for electronic records that require long-term or permanent retention.

Best Practice: As specified in ISO 30301-1:2019, ISO 30302:2022, ISO 14721:2012, DoD 5015.2-STD, and other standards, electronic records that warrant continued retention must be stored safely and securely. A trustworthy repository provides reliable storage of electronic records until their retention periods elapse or they are transferred to an archival repository for permanent preservation. According to the ARMA maturity model, an organization needs well-defined polices for storage of records and information. It also specifies that records must be maintained in a manner that ensures their reliability and authenticity. According to the NARA maturity model, an organization must leverage repositories to properly maintain all records. It advocates the use electronic records management tools as part of a records management program's overall strategy.

Assessment: The County's Records Management Program satisfies this requirement. The Program provides a well-managed repository for County records that warrant continued retention.

- As specified in Executive Policy INF 15-4-1-EP, Content Manager is the County's official repository for inactive electronic records. Content Manager is installed on servers operated by the County's IT department.

INFORMATION AUTOMATION

- Content Manager stores non-transitory electronic records that are transferred from departmental shared drives, the County's email system, SharePoint, Teams, or other repositories when the active phase of the information lifecycle ends.

- The Records Management Program provides video training and written guidance with clear instructions for transfer of inactive electronic documents and email messages into Content Manager.

- Content Manager stores retention requirements for the County's electronic records and provides safeguards to ensure that the records will be retained until their retention periods elapse. Content Manager has been tested by the Joint Interoperability Test Command, a unit of the U.S. Department of Defense, and certified for compliance with DoD 5015.2-STD, which specifies requirements for software intended for reliable retention of electronic records.

- Content Manager provides sufficient storage capacity for the County's electronic records. There is no storage limit, but excessive capacity could impact performance.

- Electronic records stored in Content Manager can be accessed by authorized workforce members for operational purposes or public record requests.

Recommendations/Suggestions: None.

4.5.   A digital continuity process ensures the continued readability and usability of electronic records throughout their retention periods.

Best Practice: Long retention periods for electronic records are complicated by the limited storage stability of certain electronic recordkeeping media and their dependence on specific configurations of computer, video, or audio hardware and/or software. Time-dependent deterioration, format obsolescence, or other changes can cause data loss or impact the records' continued usability. In some cases, the useful life span of an electronic records is shorter than the record's retention period. An organization must have a process to address this issue. The ARMA maturity model requires a reasonable and suitable method of ensuring the reliability of recorded information. The NARA maturity model requires electronic records to be accessible and retrievable whenever needed.

Assessment: The County's Records Management Program does not satisfy this requirement. Digital continuity requirements are mandated by state law, but the Records Management Program does not provide guidance or a process for achieving compliance for records with long retention periods.

- As specified in WAC 434-662-040, electronic records must "remain usable, searchable, retrievable and authentic" throughout their retention periods.

- Regulations specify stringent requirements for archival preservation of electronic records. According to WAC 434-662-050, electronic records considered archival must be retained in their original format along with hardware and software required to read the records, unless records have been converted to a new file format and the converted records have been sampled for completeness and accuracy.

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- WAC 434-663-720 specifies preservation options for electronic images with a retention period of 10 years or longer.

- The County's implementation of Content Manager complies with storage and management requirements specified in WAC 434-663 and with Department of Defense standard DoD 5015.2-STD, but there is no plan for ensuring the continued usability of electronic records.

Recommendations/Suggestions: The Records Management Program should develop a plan to maintain the readability, usability and accessibility of electronic records with retention periods longer than 10 years, including those that are saved in Content Manager. Such a plan may involve periodic inspection of a sample of older records and data migration to avoid formatting obsolescence.

When storing documents as image files, a best practice would be to format the files as PDF/A (minimum) or TIFF (preferred).

4.6.   File plans and file naming rules support the logical organization, identification, and retrieval of County records.

Best Practice: A file plan provides a coherent organization of records associated with a business process, operation, or activity. A well-defined file plan is a precondition for effective organization of electronic records. Logical, consistent file naming rules are essential for accurate identification and timely retrieval of electronic records. ISO 15489-1:2016 emphasizes the importance of organizing records "according to logically structured conventions, methods, and procedural rules." ARMA's Generally Accepted Recordkeeping Principles requires that records be maintained in a manner that ensures efficient and accurate retrieval when needed. The NARA maturity model requires standardized processes for identification and categorization electronic records.

Assessment: The County's Records Management Program satisfies this requirement. The Records Management Program provides useful information to support the development of agency file plans.

- The RM Resources page of the Records Management Program's website includes a guidance document that provides a brief introduction to file plans for organizing agency records. The Records Management Program also provides a pre-formatted file plan template and a file plan roadmap to assist agencies.

- The RM Training page of the Records Management Program's website includes a pre-recorded video that explains file plan concepts, discusses the relationship between a file plan and an agency's retention schedule, and provides examples and practical instructions to help agencies develop their own file plans.

- The RM Training page of the Records Management Program's website includes a pre-recorded video that provides instruction about creating digital folders in Content Manager. The Content Manager section of the website contains job aids regarding the creation of digital folders.

- The RM Resources page of the Records Management Program's website provides best practices for file naming with practical rules, realistic examples, and clear explanations.

- The RM Training page provides prerecorded videos that deal with folder structures and file naming conventions.

- Content Manager Guidance includes general rules for folder titles with examples.

- Records management programs in other large counties surveyed for this project do not offer comparable guidance for organization of records or development of file plans.

Recommendations/Suggestions: None.

5. **SECURITY AND PROTECTION OF COUNTY RECORDS**

5.1. **Access controls prevent unauthorized viewing, alteration, or disposal of County records.**

Best Practice: Access to an organization's nonpublic records must be strictly limited to authorized persons on a need-to-know basis as determined by their assigned duties or other responsibilities. Access must be controlled by electronic or physical safeguards. According to the ARMA maturity model, an organization must have a formal policy and centralized controls to protect records from unauthorized access. At high maturity levels, employees receive formal training about access controls, and compliance audits on conducted on a regular basis. The NARA maturity model requires guidance and controls to prevent unauthorized access to records.

Assessment: The County's Records Management Program satisfies this requirement for inactive records that are stored by Content Manager or in the County's Record Center. The Records Management Program is not responsible for control of active records that are maintained by County agencies, but such records are subject to access policies issued the County's Information Technology department.

- Content Manager is certified for compliance with the DoD 5015.2 standard for records management software and fully supports its security and access control requirements.

- Content Manager complies with security requirements specified for commercial software in the King County Application Security (ITG-P-21-03).

- Access privileges based on roles and responsibilities can be specified for individuals or groups at the repository, folder, and individual record levels.

- Content Manager maintains an audit log that tracks all retrieval, editing, and other activity involving a given record.

- Retrieval privileges for boxes in the County's Record Center are limited to Records Management Leads from the departments that originated the records.

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- The Records Management Program provides Content Manager training that covers access to electronic and physical records.

- King County Acceptable Use Policy (ITG-P-21-01) prohibits County employees, contractors, volunteers, and third parties from disabling or circumventing access controls related to the County's technology assets, which are broadly defined to include software and data.

- King County Data Security Policy (ITG-P-21-06) and King County Security Awareness Training Policy (ITG-P-21-11) requires security awareness training by all workforce members with access to the County's technology assets.

- User passwords and other mechanisms that control access to records maintained by Content Manager and other County applications must comply with requirements specified in King County Identification & Authentication Policy (ITG-P-21-07).

Recommendations/Suggestions: None.

5.2. Unauthorized disclosure of personal data or other confidential information contained in County records is prohibited.

Best Practice: Most organizations limit or prohibit unauthorized disclosure of nonpublic personal data. They also prohibit disclosure of confidential nonpersonal information, such as trade secrets, financial data that might be used for illegal trading activity, and information about its physical or technological assets that could be used by malicious actors. ARMA's Generally Accepted Recordkeeping Principles require protection of information that is private, confidential, or privileged. The NARA maturity model requires safeguards to protect security classified information and information exempt from disclosure.

Assessment: Washington State and King County have laws and policies that protect personal data and other confidential information from unauthorized disclosure. The Records Management Program is subject to these laws and policies, but it has not issued a policy or guidance related to disclosure of County records that contain confidential information.

- According to Section 2.14.030 of the King County Code, personal data collected by County agencies must be "reasonably protected".

- The County's Privacy Notice specifies restrictions on disclosure of personal information contained in County records. Such information will be kept for time periods specified in the County's retention schedules and will be destroyed in a manner that prevents unauthorized disclosure.

- While it does not specifically address unauthorized disclosure, RCW 43.105.365, personally identifiable information contained in public records must not be retained longer than needed for the purpose for which it was collected.

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- RCW 42.56.230 lists personal data that is exempt from disclosure under the Public Records Act.

- According to Executive Policy INF-17-4-1-EP, which can be accessed from the Records Management Program's website, County workforce members must balance transparency and privacy considerations when responding to public record requests.

- The Records Management Program must comply with these policies for confidential information that is stored by Content Manager or in the County's Record Center.

- Content Manager maintains an audit log that tracks access to electronic and physical records.

Recommendations/Suggestions: The Records Management Program is not responsible for personal data or confidential information contained in active records maintained by County agencies. Providing guidance for the proper handling of such information should be considered.

5.3. County departments have identified mission-critical records.

Best Practice: Identification and protection of information needed for mission-critical operations has been a core component of systematic records management since the 1950s. Protection of essential records is an aspect of the broader fields of business continuity, which is concerned with an organization's ability to maintain mission business operations following a disaster. System identification of essential records is the necessary first step in a program to enable an organization to withstand and limit the impact of adverse events. ARMA's Generally Accepted Recordkeeping Principles require protection of information that is essential for business continuity. The NARA maturity model requires systematic identification of records that are essential for continuity of operations.

Assessment: The County's Records Management Program satisfies this requirement, which is mandated by state law.

- In Records Management Advice issued in June 2023 Washington State Archives defines essential records as those that are "needed to respond to, and/or perform critical operations." Essential records are identified in local government retention schedules issued by the Washington State Archives.

- According to RCW 4.10.010, government agencies must identify their essential records. County agencies satisfy this requirement by identifying essential records in their retention schedules.

- Records management guidance that provides self-assessment checklist for County agencies lists identification and a recovery plan for essential records as a component of the highest level of agency records management, but no details are provided about how this is to be done.

- Identification of mission-critical records is not covered in the training material provided at the Records Management Program's website.

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- Identification of mission-critical records is not listed among the duties for agency records officers, disposition authorities, or records management leads.

Recommendations/Suggestions: Based on the material available to **FreeDoc**®, it is not clear whether County agencies are expected to adopt the essential record designations specified by the State Archives without consideration of local requirements. If that is not the case, the Records Management Program should consider providing written guidance, and possibly training, about to help agencies identify essential records that are associated with their mission-critical business processes. Guidance can help County agencies distinguish essential records from important ones, which are useful but not essential for mission-critical operations.

5.4 Appropriate disaster recovery plans have been developed for essential County records.

Best Practice: A disaster recovery plan for essential records includes preventive and proactive measures. Preventive measures, the first line of defense, are designed to minimize the likelihood of damage to or loss of essential records. Protective measures permit the recovery of mission-critical information and the restoration of business operations if essential records are lost or damaged.   Protective measures have historically relied on specially designed storage enclosures and purposeful duplication of essential records for offsite storage. In the event of a disaster that damages or destroys essential records, an organization will determine which records should be recovered or reconstructed and in what sequence.   Mission-critical information will be recovered from backup copies where such copies are available. The ARMA and NARA maturity models require protection of information that is essential for continuity of operations, but no methods are specified.   In most organizations, records management's disaster recovery responsibilities are limited to essential physical records.   The organization's information technology unit is responsible for essential electronic records.

Assessment: The County's Information Technology department is presumably responsible for protection and recovery of essential electronic records, which support most if not all mission-critical operations. The Records Management Program provides limited guidance for recovery of essential physical records.

- RCW 40.10.010 mandates protection of essential public records by vaulting, backup copies, or other methods approved by the state archivist.

- WAC 434-663-740 requires offsite storage of backup copies of digital images of documents.

- Washington State's Data Backup and Recovery Standard, issued in June 2023, requires agencies to establish backup and recovery procedures for essential records. The Washington State Archives specifies retention requirements for backup copies of local government records.

- The RM Resources page of the Records Management Program's website provides salvage instructions for paper records and electronic media that are damaged by water, fire, debris, biological organisms, and other destructive agents.

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Recommendations/Suggestions: It is not clear whether any of the County's essential records are in paper form. If these are in paper form, the Records Management Program should provide more detailed guidance about the protection and recovery of these records.

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PROVIDER SUMMARY

FreeDoc® combines consulting with software to deliver solutions for Aerospace, Education, Government, Healthcare, Heavy Manufacturing, Life Sciences and Public agencies. Solutions are designed to manage information so as to increase the personal productivity of every person within the enterprise.

- **Commercial ECM Solutions** include contracts for *1st US Special Forces Group, Microsoft*, *Evergreen Hospital*, *Panasonic Avionics, Perkins Coie*, and the *Teamsters Pension Trust Fund.*
- **Records Consulting engagements and Technical Document work** includes *Records assessments, inventories, policy creation, appraisal of retention schedules, training*. These efforts may combine with system *migrations* or *document scanning* for *Utility Districts*, *School Districts, Cities, Housing Depts, Counties, Veterans Affairs Puget Sound Health District and numerous Water Sewer Districts.*
- **Government ECM Solutions** include cloud systems for *Cities, School Districts,* and numerous *Public Utility Districts.*

Ten billion (10B) records are now managed within a **FreeDoc**® solution. Our commitment to quality has earned national status as a 'Laserfiche Premier Partner' with recognition from Gartner Group.

PROFESSIONAL SERVICES

FreeDoc ® is able to manage four parts of the digital transformation process that normally require four vendors:

1. **Records Consulting** – Business assessments, retention schedules, and file plan restructuring.

2. **Software Automation** – Electronic forms, workflow, secure web portals, and software integrations.

3. **Document Scanning** – In-house back-file scanning and indexing.

4. **Records Center** – Secure box records storage with inventory tracking.

Note: To protect customers under US laws for Privacy, Patent and Trademark, we abstain from outsourcing outside the USA.

FreeDoc ® automates document indexing with a combination of: 1) *Data-base lookup*, 2) *External Data matching*, 3) *OCR/ICR*, 4) *Regular expression coding*, 5) *Barcoding and document separation*, 6) *Artificial Intelligence*, and 7) *Human hand-key only when necessary*. This approach increases accuracy, protects information privacy and lowers expense.

CONTRACTING, FACILITIES, & INSURANCE

Public Contracting is available through interlocal agreement. Certificates of Insurance (COI) are available on request. Customer records received at the **FreeDoc** ® Record Center remain within a controlled access area. All staff undergo fingerprinting and FBI background checks.

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MISSION STATEMENT

WITH STEADY MEASURE, PASSION, AND RESOLVE, WE APPLY OUR TALENTS, SKILLS, AND ABILITIES FOR THE BENEFIT OF OUR CUSTOMER.

OUR WORK ALLOWS OUR CUSTOMER TO BETTER SERVE *THEIR* CUSTOMER.

WE SERVE THE CUSTOMER OF OUR CUSTOMER.

FreeDoc® automates the everyday business process used to manage official business and public information. This is relevant work, affecting the lives of thousands of people.

We begin with the end in mind. The effects of this approach ripple through the businesses and agencies entrusting us to improve their operations.

Current employee tenure at FreeDoc® averages five and one-half (5.5) years. Customer retention measured after five-years is ninety-two percent (92%). The length of tenure and retention for our staff and customers reflects our efforts to improve our workplace and the performance of our customer's business operations.

We look forward to serving you!

Peter Frix, CDIA, CEIRM

President

FreeDoc®

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CUSTOMER TESTIMONIALS

"The level of partnership and dedication established through a shared understanding from both parties… brought a proven track record of success for our ECM projects."
City of Clyde Hill, Washington

"For the level of attention you have given our Electronic Document Systems, let me express thanks and appreciation."
Edmonds School District

"Digitization of our Seattle District facility outperformed our expectations! Job well done!"
United States Postal Service

"Given the opportunity, I would have no hesitation recommending the fine folks at FreeDoc."
White River School District

"Your assistance digitizing records discovered for the Tobacco Litigation made the impossible possible. You have made an outstanding contribution to the health of Washington's citizens, both now and in the future."
Washington State Attorney General, Christine Gregoire – 1998

"As the person responsible for preserving institutional history, I feel I have forwarded that effort by leaps and bounds. FreeDoc has been a joy to work with on this project. "
Lakeside Schools – School Archivist

"The very full archive room held 50 plus years of documents. We put off the daunting project of sorting and clean-up for many years. FreeDoc made this dreaded task manageable! It is a pleasure to work with the FreeDoc team – they are helpful, knowledgeable and we are confident our records are secured."
S.E. Thurston Fire Authority

"Please share my deep appreciation with your staff, for the 10 years your company has served us with distinction."
Ben Bridge Jewelers, Herb Bridge – Chairman

"In the 20 years we've worked together, your projects have been on time, on budget, and 100% accurate …. you've figured out a way to maintain standards. Well done!"
Clark Nuber CPA – CIO

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CORPORATE HISTORY

MILESTONES

- 2023   Designated by Gartner Group as a select US Premier Partner.
- 2021   Achieved top global tier status for ECM installations for the 2nd consecutive year.
- 2020   City of Redmond awards Master Information Consulting Contract.
- 2019   400% growth in WA State ECM and Cloud contracts.
- 2017   **FreeDoc** ® Consulting forms.
- 2016   Performed 60% of WA State ECM contracts.
- 2015   State of Washington master contracts award for the Laserfiche software platform.
- 2014   Pierce County master contracts award for Professional Services.
- 2013   One billion records captured under management.
- 2010   *FRIX Technologies LLC* consolidates as **FreeDoc ®.**
- 2008   ½ billion records captured under management.
- 2007   *FRIX Technologies LLC* acquires *WesternMICROFILM.*
- 2005   *FRIX Technologies LLC* forms to acquire **FreeDoc ®.**
- 1999   Company forms as **ImajNet** ®.

SECURE INFORMATION PROCESSING

FreeDoc ® supports these standards:

- **CORE –** Washington State, Office of the Archives, Common Records Retention Policy
- **CJIS** – Criminal Justice Information System (FBI)
- **FERPA** – Family Education Rights Protection Act
- **HIPAA** – Privacy standards for Protected Health Information (PHI)

EXECUTIVE PROFILE

Company founder and Managing Consultant, Peter Frix, holds a BA in Business Management from University of Portland with minors in Industrial Engineering & Metaphysics. In 1998, he achieved certifications for Document Imaging Architecture (CDIA), and Electronic Information Records Management (CEIRM) – University of Washington.

In 2020, Peter Frix began serving as a founding board member of the Bothell Police Foundation, Bothell, Washington.

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THE MODERN OFFICE

FreeDoc ® Consulting has analyzed the file-keeping practices of fifty institutions. This experience has formed a picture of the 'Modern Office' as being a fragmented hedgerow of disorganized information of untold value.

Before 1990 the process of filing was done manually according to policy as a central discipline under rigorous control. After 1990, the process became an individual activity without controls. Enterprise information ceased being indexed by management policy. This degraded management's ability to aptly manage the enterprise by policy.

Understandably, the loss of standardization has made it difficult to find information, let alone manage it for legal retention. The impact on productivity has been substantial. Independent research conducted in first 2000* and again in 2012 * has confirmed that 20% to 40% of 'paid work time' is used to open, read and search through unstructured information filed by individuals – without finding what is needed. This affects everyone.

What is 'Unstructured Information' (UI)?

Unstructured information (UI) are the various digital documents, reports, and images stored upon networked shared drives. It is the fastest growing segment type of modern data. It is also a target for cyber exploitation. Data breaches occurring as a result of UI have become the single greatest risk to the security of the modern enterprise.

The growth of UI also created a problem for our Human Resources departments. Staff today are less productive and less satisfied in their work. The reason is they feel unproductive and ineffective. This condition will grow with each retirement as a younger generation struggles to cope with a condition created in decades prior. These are significant concerns for which **FreeDoc ®** has developed a solution.

Structuring UI in the Workplace– The FreeDoc ® Process

FreeDoc ® has developed a remedial process to improve this condition by structuring the data. The process will filter, serialize (as appropriate) and structure records within a data base so that management can be done by policy. When managed this way, accessing and managing records can be efficient and predictable, with significant socio-economic value.

This Seattle ARMA presentation given by **FreeDoc ®** Managing Consultant Peter Frix to Washington State employers in 2023. It outlines the relevance of structuring electronic records within a serialized data base and summarizes the benefits.

Benefits

The benefits of structured records management include increased service to the public, employee satisfaction with less turnover and reduction of risk. Improved community support, efficient operations and legal compliance are the natural benefits of structured records management. The ongoing economic benefits re-occur annually in the form of decreased expense for recruiting, operational inefficiency and risk for legal expense and data breach.

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* IDC, 2000 and McKinstry, 2012

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CORPORATE INFORMATION

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