



APPENDIX H – OIRM DIRECTING CODE

2.16.0755 Office of information resource management – chief information officer.

- A. The office of information resource management shall be directed by a chief information officer ("CIO"). The CIO shall be appointed by the executive and confirmed by the council. The CIO shall report to the county executive and advise all branches of county government on technology issues. The CIO shall provide vision and coordination in technology management and investment across the county. The CIO shall attend regular executive cabinet meetings as a nonvoting member and advisor on technology implications of policy decisions. The CIO shall meet regularly with business managers for the assessor, council, prosecutor, superior court, district court and sheriff to advise on technology implications of policy decisions. The CIO shall advise all county elected officials, departments and divisions on technology planning and project implementation.
- B. The duties of the CIO also shall include the following:
1. Overseeing the information technology strategic planning office and production of a county information technology strategic plan and updates to the plan;
 2. Overseeing the central information technology office of project oversight and monitoring of approved technology projects;
 3. Recommending business and technical information technology projects for funding as part of the county's strategic planning process;
 4. Recommending technical standards for the purchase, implementation and operation of computer hardware, software and networks as part of the county's strategic planning process;
 5. Recommending countywide policies and standards for privacy, security and protection of data integrity in technology infrastructure, electronic commerce and technology vendor relationships as part of the county's strategic planning process;
 6. Recommending strategic information technology service delivery models to be implemented by county departments;
 7. Identifying and establishing short-range, mid-range and long-range objectives for information technology investments in the county;
 8. Establishing a standard methodology for information technology project management, including requirements for project initiation and review, parameters for agency contracts with information technology vendors, and reporting requirements to facilitate monitoring of project implementation;
 9. Establishing criteria for determining which information technology projects will be monitored centrally;
 10. Monitoring project implementation when projects meet the established criteria;
 11. Releasing the funding for each phase of those projects subject to central oversight based on successful reporting and completion of milestones;
 12. Recommending budgetary changes in the funding of information technology projects to the executive and council, as appropriate;
 13. Directing the suspension or general shutdown of projects having difficulties in resolving issues related to scope, schedule or budget;
 14. Conducting post-implementation information technology project review;
 15. Managing the internal service fund and capital project fund of the office of information resource management;
 16. Providing annual performance review to the executive and council;
 17. Managing the information and telecommunications services office; and
 18. Planning, oversight and management of information technology functions within the executive branch, including the following:
 - a. approving the department information technology service delivery plan in conjunction with the executive branch department directors;
 - b. ensuring that executive branch department information technology service delivery needs are met according to the agreed-upon information technology service delivery plan for the department;



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- c. hiring or designating, or both, the department information technology service delivery manager in consultation with the department director to manage the day-to-day information technology operations within each executive branch department; and
 - d. ensuring that executive department information technology needs are aligned with the countywide three year strategic technology plan and the annual technology business plan.
- C. C. To support the CIO in carrying out the duties of the office, all county departments shall develop and maintain information technology plans that align to the countywide strategic technology plan and meet their departments' business goals and objectives and shall procure information technology with due diligence demonstrated to meet policies and standards established through the technology governance. (Ord. 15559 § 4, 2006: Ord. 14561 § 4, 2002: Ord. 14199 § 16, 2001: Ord. 14005 § 3, 2000).

2.16.0756 Office of information resource management – chief information officer – convening of information technology security steering committee. Within three months of his or her confirmation by the council, the chief information officer shall convene an information technology security steering committee to consider and make recommendations regarding issues of privacy and security relating to the use of technology. (Ord. 14005 § 5, 2000).

2.16.0757 Office of information resource management – information technology strategic planning office. The office of information resource management shall include an information technology strategic planning office. The information technology strategic planning office shall report directly to the chief information officer. The information technology strategic planning office shall:

- A. Produce an information technology strategic plan with annual updates for council approval. The strategic technology plan shall be transmitted to council no later than June 30 of the reporting period, with annual updates provided by April 30. The plan should include:
 - 1. A section that includes:
 - a. text describing, for individual planning issue areas, the current environment, strengths, weaknesses, opportunities and challenges;
 - b. a list of recommended objectives, with description; and
 - c. the approach to achieve the desired outcomes for each strategic objective;
 - 2. The annual update should provide accomplishments towards meeting objectives from previous approved strategic plans, when objectives have not been met and a discussion of the obstacles towards meeting those objectives; and
 - 3. Appendices supporting the recommendations with empirical data;
- B. Support the work of countywide planning committees that coordinate business and technical needs for information technology investments;
- C. Produce an annual technology report. The annual technology report shall be transmitted to council no later than June 30 of each year; and
- D. Produce an annual proposed technology business plan. The annual proposed technology business plan shall be transmitted to the council at the time of transmittal of the executive's proposed budget. Beginning with the 2010 budget transmittal, the annual proposed technology business plan shall include the items listed in subsection D.1. through 5. of this section. For the 2009 budget transmittal, if it is not feasible to include the information in subsection D.1. through 5. of this section in the proposed technology business plan, it is the intent of the council that the information outlined in subsection D.1. through 5. of this section be provided separate from the proposed technology business plan at the time of the budget transmittal.
 - 1. A summary of each technology project seeking funding in the proposed budget.
 - 2. For each project seeking funding in the budget, the following information shall be reported:
 - a. the total budget request for the proposed project;
 - b. the total of past appropriations;
 - c. an estimate of any future budget requests to complete the project;
 - d. project milestones with specific dates, of which at least two shall be projected to occur during the proposed budget year; and



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- e. a cash flow plan identifying the dates when funds proposed in the budget are anticipated to be encumbered or expended.
 - f. the expected useful life of the technology.
 - g. preliminary outcome measures to assess whether the project is successful upon completion.
3. For all existing projects seeking funding in the proposed budget, the technology business plan shall include a status report on whether the project's major milestones identified at the time of the first and subsequent budget appropriations have been achieved shall be provided.
 4. A list of all projects with active appropriation authority, including projects not seeking funding in the proposed budget and the unexpended appropriation for each project.
 5. The technology business plan shall include a table identifying the projected cost savings from information technology projects. The table shall be updated annually at the time of the transmittal to the council to document achieved savings versus the projected savings at the time the project was approved. (Ord. 16551 § 1, 2009; Ord. 16249 § 1, 2008; Ord. 15559 § 5, 2006; Ord. 14005 § 4, 2000).

2.16.0758 Office of information resource management – information technology office of project oversight. The office of information resource management shall include a central information technology office of project oversight. The office of project oversight shall report directly to the chief information officer. The office of project oversight shall:

- A. Develop criteria for determining which information technology projects should be subject to central monitoring by the office of project oversight;
- B. Develop a process for information technology project initiation, including submittal of a business case analysis;
- C. Develop requirements for the components of the business case, such as, but not limited to, the linkage to program mission or business plan or cost-benefit analysis;
- D. Set parameters for acceptable conditions and terms of information technology vendor contracts with county agencies;
- E. Establish project implementation reporting requirements to facilitate central monitoring of projects;
- F. Review the information technology project initiation request, including business case analysis, to ensure that materials contain all required components, have substance and are backed by documentation;
- G. Monitor projects during implementation relying on documentation that has been approved by the project's steering committee or other governing body;
- H. Approve the disbursement of funding for projects that meet the criteria for project management as established in K.C.C. 2.16.0758.A;
- I. Recommend budgetary changes to the executive and council as appropriate during each phase of project implementation;
- J. Directing the suspension or general shutdown of project having difficulties in resolving issues related to scope, schedule or budget; and
- K. Conduct project postimplementation reviews, documenting strengths and weaknesses of the implementation process and the delivery, or lack thereof, of either cost savings or increased functionality, or both. (Ord. 15559 § 6, 2006; Ord. 14005 § 6, 2000).

2.16.075805 Office of information resource management – information and telecommunications services office. The information and telecommunications services office shall include the following duties:

- A. Designing, developing, operating, maintaining and enhancing computer information systems for the county and other contracting agencies, except for geographic information systems, which shall be administered by the department of natural resources and parks;
- B. Managing the cable communications provisions in K.C.C. chapter 6.27A;
- C. Negotiating and administering cable television and telecommunication franchises under K.C.C. chapter 6.27;
- D. Providing telephone system design, installation, maintenance and repair;
- E. Managing and operating the centralized printing and graphic arts services;



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- F. Providing internal communications and public information services including setting standards for and preparing informational publications, except to the extent to which the council decides, as part of the annual appropriation ordinance, to fund selected departmental level internal communications and public information services in certain departments or divisions; and
- G. Administering the emergency radio communication system under K.C.C. chapter 2.58, but not including the radio communication and data system operated and maintained by the department of transportation. (Ord. 15559 § 7, 2006).

2.16.07581 Definitions - Ordinance 14155.

- A. Annual technology report: a report of the status of technology projects as of the end of the prior year pursuant to K.C.C. 2.16.0755.
- B. Integration: technical components and business philosophies that bring together diverse applications from inside and outside the organization, to streamline and integrate business processes within an organization and with outside partners.
- C. Interoperability: the ability of two or more hardware devices or two or more software routines to work together.
- D. Long-term: a planning horizon of over three years out.
- E. Mid-term: a planning horizon of two to three years.
- F. Short-term: a planning horizon of one to two years.
- G. Strategic: Likely to be more than three years out; necessary for achieving the planned effect desired.
- H. Information technology strategic plan: a report that provides a vision and coordination of technology management and investment across the county pursuant to K.C.C. 2.16.0757A.
- I. Technology business plan: an annual plan for the next year's technology operations and proposed projects; intended to align with individual agency's business plans and budget requests and the countywide standards and policies and direction as set forth in the strategic information technology plan. (Ord. 14155 § 1, 2001).

2.16.07582 Strategic advisory council.

- A. The strategic advisory council is hereby created. The council shall act in an advisory capacity to the King County executive in developing long-term strategic objectives and planning and implementing for information technology deployment countywide. The members shall be the King County executive, two representatives of the King County council's choosing, the King County sheriff, the King County prosecuting attorney, the King County assessor, the King County chief information officer, the presiding judge of the King County superior court, the presiding judge of the King County district courts, up to eight external advisor from the private sector to be selected by the chair and the chief information officer, each to serve a two-year term, and up to two external advisors from the public sector to be selected by the chair and the chief information officer, each to serve a two-year term.
- B. The strategic advisory council shall:
 - 1. Develop and recommend strategic objectives for information technology deployment countywide;
 - 2. Review information technology proposals for their alignment with adopted strategic objectives;
 - 3. Review and endorse the information technology strategic plan and all updates to it; and
 - 4. Review policy-related transmittals to the county council that are proposed by the King County executive for large countywide information technology projects, such as the business cases.
- C. The King County executive shall serve as the chair of the strategic advisory council.
- D. Formal votes shall be taken and recorded on all recommendations and endorsements.
- E. Members of the strategic advisory council shall serve without compensation. (Ord. 15559 § 8, 2006; Ord. 14155 § 2, 2001).

2.16.07583 Business management council.

- A. The business management council is hereby created. The council shall act in an advisory capacity to the county's chief information officer in carrying out duties related to developing short-term, mid-term and strategic objectives for information



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technology countywide, in recommending information technology proposals for funding and in developing standards, policies and guidelines for implementation. The members shall be the King County chief information officer and agency deputy directors or business managers designated by each agency's director, familiar with that agency's business and operations and having authority to commit resources and speak with the authority of the department when participating in business management council meetings.

- B. The business management council shall:
 - 1. Review information technology proposals made by individual members, groups of members or ad hoc committees;
 - 2. Assess short-term, mid-term strategic value and risk of information technology proposals;
 - 3. Assess alignment of information technology proposals with agency business plans, agency technology plans and adopted strategic objectives;
 - 4. Recommend information technology proposals for funding and for inclusion in the technology business plan and the information technology strategic plan;
 - 5. Review and provide recommendations for implementing information technology standards, policies and guidelines;
 - 6. Review and provide recommendations for finalizing the annual technology report and the technology business plan; and
 - 7. Review operations management issues as needed.
- C. The King County chief information officer shall serve as the chair of the business management council and shall designate a vice-chair as needed.
- D. The chief information officer may convene such additional ad hoc committees as are determined to be necessary for the business management council to focus on specific topics or to address the needs of a logical group of agencies. These committees shall review topics and report findings to the chief information officer and the business management council.
- E. Formal votes shall be taken and recorded on all recommendations and endorsements. Meeting minutes shall formally record issues and concerns raised by members for consideration by the chief information officer.
- F. Members of the business management council shall serve without compensation. (Ord. 15559 § 9, 2006; Ord. 14155 § 3, 2001).

2.16.07584 Technology management board.

- A. The technology management board is hereby created. The board shall act in an advisory capacity to the county's chief information officer on technical issues including policies and standards for information security, applications, infrastructure and data management. The members shall be: the King County chief information officer and agency information technology directors or managers designated by each agency's director and familiar with that agency's technology needs and operations.
- B. The technology management board shall:
 - 1. Review the strategic objectives recommended by the strategic advisory council and assess issues related [to] the ability of the technology infrastructure to support them;
 - 2. Review the business objectives and information technology proposals recommended by the business management council and assess issues related to compliance with the county's technology standards and policies and the impact to the technology infrastructure required to support them;
 - 3. Develop or review information technology program proposals that support the strategic and business objectives of the county;
 - 4. Develop or review echnology program proposals that promote the efficient operation and management of technology infrastructure, applications and data;
 - 5. Recommend technology program proposals for funding and for inclusion in the technology business plan and the information technology strategic plan;
 - 6. Review and provide recommendations for finalizing the King County annual technology report and the technology business plan; and
 - 7. Develop or review and recommend standards, policies and guidelines for infrastructure, applications deployment, data management and privacy and security.



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- C. The King County chief information officer shall serve as the chair of the technology management board and shall designate a vice-chair as needed.
- D. The chief information officer may convene such ad hoc committees as are determined to be necessary for the technology management board to focus on specific topics or issues. These committees shall review topics and report back findings to the chief information officer [and the] technology management board.
- E. Meeting minutes shall formally record issues and concerns raised by members for consideration by the chief information officer.
- F. Members of the technology management board shall serve without compensation. (Ord. 15559 § 10, 2006: Ord. 14155 § 4, 2001).

2.16.07585 Project review board.

- A. The project review board is hereby created. The board shall act in an advisory capacity to the county's chief information officer in implementing the project management guidelines developed by the central information technology project management office as described in K.C.C. 2.16.0758 A. through E. As appropriate, the board also may assume the project oversight role assigned to the project management office under K.C.C. 2.16.0758 F. through K. The members shall be: the chief information officer, the assistant county executive operations I, the director of the office of management and budget and the director of the department of executive services.
- B. The King County chief information officer shall serve as the chair of the project review board.
- C. Ad hoc project review teams may be convened as determined to be necessary by the project review board to focus on specific projects. Each ad hoc project review team will include the project's sponsoring agency director. These teams shall report back findings to the board.
- D. Formal votes shall be taken and recorded on all recommendations and meeting minutes shall formally record issues and concerns raised for consideration by the chief information officer. (Ord. 15559 § 11, 2006: Ord. 14561 § 5, 2002: Ord. 14155 § 5, 2001).