Legislation Details (With Text)

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Title: A MOTION to approve a shared cost model and financing plan for the constituent relationship management expansion project, in accordance with King County Ordinance 17695, Section 63, as amended by Ordinance 17781, Section 7, Proviso P3.

Sponsors: Kathy Lambert

Indexes:

Code sections:

Attachments: 1. 14385.pdf, 2. 2014-0444 Legislative Review Form.pdf, 3. A. Constituent Relationship Management Amended Response to Financing Plan, dated June 18, 2015, 4. B. Benefit Achievement Plan, 5. 2014-0444 Transmittal Letter.doc, 6. Staff Report Proposed Motion 2014-0444 CRM.docx, 7. Attachment 1 Proposed Motion 2014-0444.doc, 8. Attachment 2 Amendment 1doc.docx, 9. A. Constituent Relationship Management (CRM) Financing Plan, 10. B. Benefit Achievement Plan CRM, 11. Constituent-Relationship-Management.pptx, 12. Staff Report Proposed Motion 2014-0444 CRM.docx, 13. 2014-0444_SR_CRM final_6-9-15.docx, 14. 2014-0444_CRM-Proviso-Response-Report_AmendedJune82015.docx.pdf, 15. 2014-0444_Constituent-Relationship-Management-Funding.ppt2014x.pptx, 16. 2014-0444_SR_CRM_6-23-15.docx, 17. 2014-0444_ATT2_Amendment_1.docx, 18. 2014-0444_ATT3_Amendment_2 .docx, 19. 2014-0444_SR_CRM_6-23-15.docx, 20. 2014-0444_SR_REVISED_CRM_6-23-15.docx

Date	Ver.	Action By	Action	Result
6/29/2015	2	Metropolitan King County Council	Passed	Pass
6/23/2015	1	Government Accountability and Oversight Committee	Recommended Do Pass Substitute	Pass
6/9/2015	1	Government Accountability and Oversight Committee	Deferred	
3/10/2015	1	Government Accountability and Oversight Committee	Deferred	
2/10/2015	1	Government Accountability and Oversight Committee	Deferred	
1/20/2015	1	Metropolitan King County Council	Introduced and Referred	

Clerk 06/23/2015

A MOTION to approve a shared cost model and financing plan for the constituent relationship management expansion project, in accordance with King County Ordinance 17695, Section 63, as amended by Ordinance 17781, Section 7, Proviso P3.

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WHEREAS, Ordinance 17695, Section 63, as amended by Ordinance 17781, Section 7, Proviso P3, approved a project to expand the use of the constituent relationship management application, pending a modified financial plan for the funding of the project, and

WHEREAS, the finance plan shall provide for the deployment of the constituent relationship management application to be paid for by the users of the system, and that plan is to be certified by the highest ranking officer of each department or agency that will use the system, and

WHEREAS, the King County Strategic Plan identifies a goal for excellent customer service, that includes establishing a culture of customer service that is responsive to community needs, and

WHEREAS, the Strategic Plan further identifies government challenges to providing excellent customer service, including difficulty coordinating across diverse service areas and rapidly changing customer expectations, and

WHEREAS, the strategic plan therefore establishes objectives for King County, which include fostering an ethic of working together for One King County, and adopting new technologies and processes that allow county agencies to work more effectively and efficiently, and

WHEREAS, in support of the objectives of providing exception customer service to King County residents, the department of information technology implemented a preliminary project in 2013 to create an enterprise constituent relationship management application to enhance communications and coordination of services;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The Constituent Relationship Management (CRM) Financing Plan, which is Attachment A to this motion, and the Benefit Achievement Plan, which is Attachment B to this motion, are each hereby approved.