

Adopted: _____

Effective: _____

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington

SUBSTITUTE ORDINANCE NO. 22-007

RELATING TO THE DEPARTMENT OF INFORMATION SERVICES;
AMENDING CHAPTER 2.350 SCC

NOW, THEREFORE, BE IT ORDAINED:

Section 1. Snohomish County Code Chapter 2.350.015, last amended by Ordinance No. 16-040 on June 22, 2016, is amended to read:

2.350.015 Legislative intent.

The department shall perform planning, maintenance and operational management of county information and technology products and services. ~~((which))~~ These products and services support other county departments and public agencies who have intergovernmental agreements with Snohomish County to receive information technology services. It is recognized that information systems, telecommunications, equipment, software, and services must satisfy the business needs of county departments and their end users and that many appropriate and cost-effective alternatives exist for meeting those needs, such as shared computing, shared telecommunications services, communication networks, departmental applications, and computer systems. It is the intent of this chapter that:

- (1) Information be shared and administered in a coordinated manner, except when prevented by county department responsibilities for compliance, security, privacy, or confidentiality; and
- (2) Resources be used in the most efficient manner; and
- (3) A structure be created (a) to plan and manage telecommunications and computing network, (b) to increase agencies' awareness of information and technology sharing opportunities, and (c) to support and serve agencies by implementing such possibilities; and
- (4) The acquisition of equipment, proprietary software, software as a service solutions, and related services to support the information technology needs of the county be evaluated and reviewed to ensure conformity with county standards; and
- (5) The county improve recruitment, training, and retention of professional staff; and

PROPOSED

- 1 (6) Plans, proposals, and acquisitions for information services be reviewed from a
2 technical, financial and management perspective as part of the budget process;
3 and
4
- 5 (7) County elected officials be given meaningful opportunities to contribute to the
6 prioritization, development, and delivery of information services to county
7 departments.
8

9 Section 2. Snohomish County Code Chapter 2.350.020, last amended by
10 Ordinance No. 16-079 on October 19, 2016, is amended to read:
11

12 **2.350.020 Definitions.**

13
14 The following definitions shall apply to terms used in this chapter, unless the
15 context indicates otherwise:
16

- 17 (1) "Council" means the Snohomish county council;
18
- 19 (2) "Executive" means the Snohomish county executive;
20
- 21 (3) "Department" means the department of information technology;
22
- 23 (4) "Director and county chief information officer" means the director of the
24 department of information technology;
- 25 (5) "Information processing" means the electronic capture, collection, storage,
26 manipulation, transmission, retrieval, and presentation of information in the
27 form of data, text, voice, or image and includes telecommunications and office
28 automation functions;
29
- 30 (6) "Information services" means information processing, software operation,
31 telecommunications, and office automation;
32
- 33 (7) "Equipment" means the machines, devices, and transmission facilities used in
34 information processing, software operation, telecommunications, networking, and
35 office automation;
36
- 37 (8) "Proprietary software" means that software offered for sale or license;
38
- 39 (9) "Telecommunications" means the transmission of information by wire, radio,
40 optical cable, electromagnetic, or other means;
41
- 42 (10) (~~("Backbone network")~~) "Network infrastructure" means the shared high-
43 density portions of the county's voice/data telecommunications transmission
44 facilities. It includes specially conditioned high-speed communication carrier
45 lines, modems, multiplexors, switches associated with such communications

PROPOSED

1 lines, and any equipment and software components necessary for management
2 and control of the ~~((backbone))~~ network infrastructure;

3
4 (11) "Purchased services" means services provided by a vendor to accomplish
5 routine, continuing and necessary functions. This term includes, but is not
6 limited to, services acquired for equipment maintenance and repair, operation
7 of a physical plant, security, computer hardware and software installation and
8 maintenance, data entry, programming services, training, consulting services
9 and computer time-sharing;

10
11 (12) "Support services" are defined but not limited to the following:

- 12
13 (a) Copy and printing services that provide centralized photo
14 copying and printing services for Snohomish county customers;
15 and
16 (b) Mail service for Snohomish county customers; and
17 (c) Micrographic and digital scanning records management services
18 that assist Snohomish county customers to provide for the
19 proper control, production, disposition and retrieval of public
20 records and reports in accordance with state archiving statutes.
21 These services include surveying of records, planning for the
22 conversion to digital formats, developing and enforcing
23 standards for equipment, scanning to assure acceptable quality,
24 eliminating or reducing reports, replacing computer-printed
25 reports with computer-generated digital reports, and developing
26 long-term management policies and procedures for records
27 management;

28
29 (13) "Public agencies" means all state, municipal and quasi-municipal
30 corporations and political subdivisions, and all agencies of such corporations
31 and subdivisions authorized to contract separately and/or defined in RCW
32 39.34.020 of the interlocal cooperation act;

33
34 (14) "County department" means any Snohomish county office, executive
35 department, court, board, commission or other organizational unit of the
36 county;

37 (15) "Cash-on-delivery customer" means any person, business or other group
38 not defined in this chapter;

39
40 (16) ~~((("Information services plan")))~~ "Information technology report" means a plan
41 adopted pursuant to SCC 2.350.070;

42
43 ~~((17) "Information technology advisory committee" or "ITAC" means the
44 committee created by SCC 2.350.110;~~

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1
2 ~~(18) "Non-routine project" means an information service that is not a "routine~~
3 ~~project";~~

4
5 ~~(19) "Routine project" means:~~

6
7 ~~(a) incident or problem management intended to repair or restore an existing~~
8 ~~and previously deployed technology system;~~

9 ~~(b) operation or maintenance of an existing and previously deployed~~
10 ~~technology system within its specifications; or~~

11 ~~(c) any other service listed in an information services catalog adopted~~
12 ~~pursuant to SCC 2.350.075 that:~~

13 ~~(i) costs less than \$50,000 and requires less than 100 hours of staff~~
14 ~~time to deploy;~~

15 ~~(ii) costs less than \$10,000 and requires less than 20 hours of staff~~
16 ~~time to maintain in any single year, and~~

17 ~~(iii) implements a new practice or policy that has been presented to~~
18 ~~and reviewed by the ITAG.)~~

19
20 ~~((20))~~(17) "Strategic technology plan" means a plan adopted pursuant to SCC
21 2.350.065;

22
23 ~~((21) "Business advisory committee" or "BAC" means the committee created~~
24 ~~by SCC 2.350.140~~

25
26 ~~(22) "Project oversight committee" or "POC" means the committee created by~~
27 ~~SCC 2.350.170))~~

28
29
30 Section 3. Snohomish County Code Chapter 2.350.030, last amended by
31 Ordinance No. 16-040 on June 22, 2016, is amended to read:

32 33 **2.350.030 Authority and functions.**

34
35 The department shall provide for the planning, management, control, security,
36 operation, ~~((and-))~~ use and support of information technology services,
37 ~~((backbone-))~~ network infrastructure, telecommunications, information
38 processing, equipment, data, computer workstations, connected devices, data
39 and information management of county digital and physical records, data backup,
40 recovery and storage, purchased information services and systems, and
41 ~~((proprietary-))~~ software. The department shall provide administration and
42 management of centralized support services for the county and may include,
43 in addition, such procedures as will generally promote more efficient

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1 management and utilization of such services. The department's functions and
2 responsibilities shall include the following functional areas:

- 3
- 4 (1) Management and operation of the county's information systems and
5 technology equipment;
- 6 (2) Management and administration of the ~~((IP network,))~~ local wide area networks
7 ~~((distributed network(s,))~~ and telecommunication system;
- 8 (3) Management and operation of computer workstations, connected devices,
9 and related support ~~((services-))~~ for the county;
- 10 (4) Management and administration of the security of information services,
11 equipment, data, and networks;
- 12 (5) In partnership with county departments and the county purchasing division,
13 ~~((procurement))~~ facilitate the acquisition of technology equipment, ~~((proprietary))~~
14 software and purchased information services ~~((acquisitions))~~ from outside
15 sources by the county;
- 16 (6) Provide for information services, information processing, ~~((proprietary))~~
17 software and purchased information services as appropriate to county
18 departments, public agencies and cash-on-delivery customers;
- 19 (7) Management of county digital and archived physical records through policy,
20 procedure and process related to data management, as well as general data
21 protection, privacy and security;
- 22 (8) Manage information security for the county, inclusive of related policy,
23 procedure, process, tools and systems;
- 24 (9) Planning and project management of information technology projects
25 supporting department needs and business capabilities through engagement
26 with county departments;
- 27 ~~((7))~~ (10) Performing other functions and executing such other powers as may
28 be prescribed by ordinance or delegated by the executive;
- 29 ~~((8))~~ (11) The department's authority shall not extend to systems mandated,
30 supplied, controlled, and supported by the federal or state government or
31 ~~((a))~~ an external public agency, except where there is a potential interface to
32 ~~((department managed))~~ county equipment or network, in which case the
33 department shall be consulted in a timely manner.

34

35 Section 4. Snohomish County Code Chapter 2.350.060, last amended by
36 Ordinance No. 16-079 on October 19, 2016, is amended to read:

37

38 **2.350.060 Rule making authority.**

39

40 The director with the concurrence of the executive is authorized to adopt such
41 rules and regulations as may be necessary to carry out the provisions of this
42 chapter consistent with applicable laws. The director shall provide ~~((the BAG~~
43 ~~with))~~ departments a reasonable opportunity to review and comment on all rules
44 and regulations prior to their adoption.

45

1 Section 5. Snohomish County Code Chapter 2.350.065, adopted by Ordinance
2 No. 16-079 on October 19, 2016, is amended to read:

3
4 **2.350.065 Strategic technology plan.**

5
6 Beginning in 2017 and every three years thereafter, the director shall prepare
7 and submit a strategic technology plan to the executive, which the executive shall
8 submit to the council. The director may provide the executive with an annual
9 update to the strategic plan to incorporate changes driven by innovation within
10 the technology industry and changing business needs within the county. The
11 strategic technology plan will address the overall technology and information
12 management strategy for the county covering a 36-month period and align such
13 strategy to the business and service goals, strategies, objectives, and plans of
14 the county and its departments. Prior to submitting the plan to the executive, the
15 director shall ~~((submit the plan to the SAB for review))~~ seek feedback on the plan
16 from all county department heads and may perform other external review. The
17 plan must contain the following:

18
19 (1) A statement of the department vision, mission and guiding principles;

20
21 ~~((1))~~ (2) A definition of strategic areas ~~((, explaining))~~;

22
23 (3) A description of the current state of information technology at the county and
24 the opportunities to be facilitated by the strategic technology plan;

25
26 ~~((2))~~ (4) For each strategic area, a set of ~~((strategic))~~ business-driven objectives
27 with descriptions and ~~((desired outcomes))~~ success measures; and

28
29 ~~((3))~~ (5) For each ~~((strategic objective))~~ set of business-driven objectives, the
30 intended approach to achieve the desired outcomes.

31
32 Section 6. Snohomish County Code Chapter 2.350.070, last amended by
33 Ordinance No. 16-079 on October 19, 2016, is amended to read:

34
35 **2.350.070 Information ~~((services plan))~~ technology report.**

36
37 (1) The director shall prepare and submit an annual information ~~((services~~
38 ~~plan))~~ technology report to the executive which shall be submitted to the council
39 with the annual budget estimates provided for in SCC 4.26.030. This
40 ~~((plan))~~ report must contain the following:

41
42 (a) A "state of information technology" element that describes the county's
43 current information technology environment, including the strengths,
44 weaknesses, opportunities, and challenges of county information technology and
45 services; identifies objectives for the next fiscal year or biennium; ~~((and evaluates~~

PROPOSED

1 ~~whether strategic objectives identified in the strategic technology plan are being~~
2 ~~achieved;))~~

3
4 (b) A "status of IT (~~projects~~ element that includes the scope, schedule, budget,
5 ~~priority, and status for each non-routine project that was listed in the prior annual~~
6 ~~information services plan and not completed, or is scheduled to commence~~
7 ~~during the next 12-month period))strategies" that provides updates on progress~~
8 ~~against the strategic plan elements;~~

9
10 (c) A "technology replacement program" element that provides a recommended
11 scope, schedule, budget, funding source, and priority for the replacement and
12 maintenance of the county's technology systems; and

13
14 (d) A "financing plan" element that includes:

15
16 (i) five-year financial projections for the information services fund (fund 505)
17 created by SCC 4.114.010 and the data processing capital improvement fund
18 (fund 315) created by SCC 4.66.010 in the standard county five-year projection
19 format, updated as of May 1st; and

20
21 (ii) a table showing the amount and proposed allocations of resources of the
22 data processing capital improvement fund (fund 315), including the most recent
23 year-end fund balance, proposed expenditures, and expected year-end fund
24 balance. The table must also include expenditures required for replacement of
25 critical systems and actual or expected project completion dates.

26
27 (2) The information (~~services plan~~)technology report shall be submitted to the
28 executive with the annual budget estimates provided for in SCC 4.26.030. It shall
29 cover the period from January 1st of the next fiscal year and the ensuing 12-
30 month period. The priorities in the (~~plan~~)report may be changed during the
31 budget preparation process. Upon adoption of the budget the
32 (~~executive~~)director shall notify the (~~director~~)executive of any changes that
33 must be made to the (~~plan~~)report to be consistent with the adopted budget, and
34 the appropriations that will be available to support the (~~plan~~)report. The director
35 shall publish a record of such changes with appropriate supporting
36 documentation and shall furnish to the executive, council and all affected county
37 departments a copy thereof.

38
39 (~~((3) Prior to submitting the information services plan to the county executive~~
40 ~~pursuant to this section, the director shall solicit input on the plan from the BAC.~~
41 ~~By April 30th of each year the director shall submit a proposed information~~
42 ~~services plan to the BAC for review and comment. The BAC shall consider the~~
43 ~~proposed plan and recommend such revisions or additional work as it deems~~
44 ~~appropriate. Upon submission of the plan to the county executive, the director~~
45 ~~shall provide a report to the BAC of any recommendations that are not~~
46 ~~implemented and the reasons for not implementing them.))~~

1
2 Section 7. Snohomish County Code Chapter 2.350.075, last amended by
3 Ordinance No. 16-079 on October 19, 2016, is amended to read:

4
5 **2.350.075 Information ~~((services))~~technology catalog.**
6

7 The department shall publish, update as needed, and distribute to each county
8 department a catalog that lists the information technology services that are
9 regularly available from the department or third-party providers and the
10 conditions, if any, that a county department must satisfy to obtain each listed
11 service. ~~((The department shall provide the BAC with a reasonable opportunity to
12 review and comment on the information services catalog and any updates prior
13 to their publication.))~~

14
15 Section 8. Snohomish County Code Chapter 2.350.080, last amended by
16 Ordinance No. 16-079 on October 19, 2016, is amended to read:

17
18 **2.350.080 ~~((Director to review))~~Review of contracts related to information
19 ~~((services))~~technology.**
20

21 Except as provided in the current information ~~((services))~~technology catalog
22 published pursuant to SCC 2.350.075, no county department shall requisition,
23 order or otherwise contract for any equipment, proprietary software, or purchased
24 services except through, or in accordance with guidelines, standards or
25 procedures made by the director and after having secured written concurrence
26 for any such procurement from the director or his/her designee. Director review
27 shall be consistent with the purpose and legislative intent of this chapter. In
28 conducting this review, the factors considered by the director shall include, but
29 not be limited to, the following considerations: county-wide as well as county
30 department long and short term costs; timeliness of service; multipurpose use of
31 equipment and software programs; efficient utilization of existing county
32 information processing equipment and software resources; uniformity and
33 compatibility with existing and planned county equipment, software and
34 proprietary software; functional redundancy of software or systems compared to
35 existing systems operated by the county; and training requirements for
36 supporting staff. The director's decisions under this section shall be in writing and
37 delivered to the requesting county departments.
38

39 Section 9. Snohomish County Code Chapter 2.350.090, last amended by
40 Ordinance No. 16-079 on October 19, 2016, is amended to read:

41
42 **2.350.090 Review procedures.**
43

44 For efficient operation of the county's business, the director shall review and
45 approve or disapprove such requests and contracts in a timely manner. The
46 director may develop, ~~((following review and comment by the BAC and))~~ subject

PROPOSED

1 to the concurrence of the executive, required equipment, systems, programs and
2 services standards and, in connection therewith, develop multi-departmental
3 equipment, systems, programs and service requests in single contracts. Such
4 standards and contracts will be made available to county departments. The
5 director's decisions should be documented when appropriate to explain the
6 factors determining the decision. (~~Documentation when possible or necessary~~
7 ~~should include considerations such as comparative cost data and the ability of~~
8 ~~the department to respond to the specifics of user's request.~~)
9

10 Section 10. The following parts of ordinances are each repealed:

11
12 (1) Snohomish County Code Chapter 2.350.110, last amended by Ordinance No
13 16-079 on October 19, 2016;

14
15 (2) Snohomish County Code Chapter 2.350.120, last amended by Ordinance No
16 16-079 on October 19, 2016;

17
18 (3) Snohomish County Code Chapter 2.350.130, last amended by Ordinance No
19 16-079 on October 19, 2016;

20
21 (4) Snohomish County Code Chapter 2.350.140, last amended by Ordinance No
22 16-079 on October 19, 2016;

23
24 (5) Snohomish County Code Chapter 2.350.150, adopted by Ordinance No. 16-
25 079 on October 19, 2016;

26
27 (6) Snohomish County Code Chapter 2.350.160, last amended by Ordinance
28 No. 19-013 on May 8, 2019;

29
30 (7) Snohomish County Code Chapter 2.350.170, adopted by Ordinance No. 16-
31 079 on October 19, 2016;

32
33 (8) Snohomish County Code Chapter 2.350.180, adopted by Ordinance No. 16-
34 079 on October 19, 2016; and

35
36 (9) Snohomish County Code Chapter 2.350.190, adopted by Ordinance No. 16-
37 079 on October 19, 2016.

38
39 Section 11. Snohomish County Code Chapter 2.350.200, last amended by
40 Ordinance No. 16-079 on October 19, 2016, is amended to read:

41
42 **2.350.200 Rates and charges.**

43
44 (1) To promote equity and transparency in the allocation of costs associated with
45 the delivery of information technology and services among county departments,
46 the department shall (~~at least once every five years and at such other times as~~

PROPOSED

1 ~~determined by the BAC provide a presentation to the BAC))~~ during the budget
2 planning process provide county departments a summary of the current cost
3 allocation model and any changes ((then proposed by the county executive or
4 council))for the next fiscal year or biennium. ((The presentation)) This summary
5 shall describe the criteria used to allocate costs among county departments in
6 the preceding fiscal year or biennium and ~~((any))~~ the fiscal impacts of ((the))any
7 proposed changes((, and of any changes proposed, in))for the next fiscal year or
8 biennium.
9

10 (2) The budget for any fiscal year or biennium adopted pursuant to chapter 4.26
11 SCC shall allocate costs for information technology and services among county
12 departments in accordance with the most recent cost allocation model approved
13 by the county council. An approved cost allocation model shall take effect as
14 directed by the council and remain in effect until rescinded or replaced. Council
15 approval of a cost allocation model is an administrative act and may be taken by
16 motion.
17

18 (3) Charges for information technology and services provided to public agencies
19 will be negotiated by the department and approved by the executive and council
20 through contracts with those public agencies. The director is authorized to
21 establish and change as appropriate a table of charges for services provided for
22 on demand services to cash-on-delivery customers, which charges shall be
23 based upon actual cost of providing the service or as authorized by law.
24

25 Section 12. A new section is added to Chapter 2.350 of the Snohomish County
26 Code to read:
27

28 **2.350.300 Information technology governance model.**

29
30 In support of the ongoing demands and needs of the information technology work
31 for the county, a governance model that provides a combination of internal and
32 external perspectives will be in place at all times. The director will be accountable
33 for developing and managing the governance model and determine frequency of
34 gathering the advisory group(s). The governance bodies may include these
35 elements:
36

37 (1) External strategic advice aimed at obtaining insight from industry peers and
38 partners.
39

40 (2) Internal operational advice to obtain input from county departments about
41 information services needs in the county.
42

43 (3) Business architectural and technical architectural input from internal and
44 external subject matter experts.
45

PROPOSED

1 (4) Information technology communities to engage IT professionals and users in
2 county departments

3
4 Section 13. A new section is added to Chapter 2.350 of the Snohomish County
5 Code to read:

6
7 **2.350.310 Governance and project communication.**

8
9 To ensure transparency and clarity on what information technology projects are
10 being delivered, as well as what the overall set of county department projects
11 and priorities are, the department shall hold regular business reviews with the
12 appropriate stakeholder groups. At the director's discretion, these reviews may
13 be focused on high level strategies with stakeholders and the executive, or more
14 detailed operational update for the specific impact of projects focused on a single
15 or smaller group of county departments.

16
17 Section 14. Effective Date. This ordinance takes effect 10 days after it is signed
18 by the county executive or otherwise enacted

19
20 Section 15. Severability. If any provision of this ordinance or its application or
21 circumstances is held invalid, the remainder of this ordinance and the application of its
22 provisions to other persons or circumstances shall not be affected.

23
24 PASSED this ___ day of _____, 2022.

25
26 SNOHOMISH COUNTY COUNCIL
27 Snohomish County, Washington

28
29 _____
30 Chairperson

31
32
33 ATTEST:

34
35 _____
36 Asst. Clerk of the Council

37
38 () APPROVED
39 () EMERGENCY
40 () VETOED

41 DATE: _____

42
43
44 _____
45 County Executive

PROPOSED

1 ATTEST:

2
3 _____

4
5
6
7 Approved as to form only:

8
9 /s/ Rebecca Wendling 2.15.22
10 Deputy Prosecuting Attorney

11
12
13