

Snohomish County Department of IT Update

September 21, 2021

Viggo Forde, Department of Information Technology Director

Ralston, Michael J

Forde, Viggo

Schultz, Lisa J

Perez, Evan J

Field, Maggie

Fairbanker, Edward J

Balchaw, Michael J

Denison, Dave J

Lawrie, Teri J

Gerrard, Jeremiah J

McCann, Melodie J

Dunphy, Chris J

Dinh, Bao J

Hillman, Lisa

Shewchuk, Iya J

Fadden, Joanie J

Merrill, Rocky J

Abrahamson, Cynthia

White, Dee J

Cox, Mark J

Jones, David J

Baker, Caleb J

Pittman, Tyler J

Rusher, Jacob J

Boathen, JD J

Taylor, Dave J

Sides, Wes J

Porter, Brandon J

Hartmann, Fred J

Whitford, Ed J

Crisler, Matt

Maloney, Raymond J

Graden, Cami J

Matthews, Jose J

Harris, Rakdy J

2021 SnoCo IT Wins ANOTHER National Award!

- Snohomish County is again ranked one of the top digital counties in the nation.
- The Center for Digital Government and National Association of Counties **2021 3rd place award** *recognizes Snohomish County for its **best technology practices in areas of open government, transparency, citizen engagement, cyber security and operations.*** Snohomish County received the award for counties in the 500,000 – 999,999 population category based on its submission to the Digital Counties Survey.
- In the last four years Snohomish County has ranked in the Top 6 counties for technology achievement including **winning 1st place in 2019, and 3rd in 2020 and 2021**

✓
DIGITAL COUNTRIES
SURVEY

CENTER FOR
DIGITAL
GOVERNMENT



IT Service Delivery



Customer and Workstation Services

We equip, maintain and support county workstations and standard software tools.

We take pride in providing:

- ✓ IT strategies that enable communication and promote partnership
- ✓ Reliable wired/wireless network & remote access to county data and systems
- ✓ Scheduled updates of workstations through our Technology Replacement Program
- ✓ Reliable support via our integrated Service Portal
 - 3,765 workstations
 - 4,547 email accounts
 - 3,328 phone lines
 - 10,734 support phone calls
 - 4.75 out of 5 customer satisfaction survey result
 - 13,294 Support Portal Tickets
 - 60 IT projects, 37 complete



GIS, Data Analytics & Reporting

Graphic information system data transformed into information that enables better informed business decisions for the county enterprise.

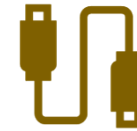
- Productivity software and tools
- Recurring support and maintenance
- Tier 3 support
- Governance services
- 503 supported data layers
- 8.6 gigabytes of GIS data
- 545 gigabytes of aerial data
- 326 Support Portal Tickets
- 27 IT projects, 20 complete



Applications

Enterprise applications are those that benefit our entire county organization and are considered critical to successful operations. Examples include Finance, Payroll, Tax, Web, and Training. Our team supports these critical applications by providing incident response, maintenance, enhancements, upgrades/patching, system administration & configuration, system integration & reporting, data analytics & business intelligence.

- 147 lines of business applications
- 26 number of enterprise applications
- 1,834 Support Portal Tickets
- 70 IT projects, 33 complete



Enterprise Technology

We deliver, maintain and support County infrastructure as a service (IaaS), instant messaging, telephony, video conferencing, cyber security, backup, disaster recovery, and overall operational integrity.

- Technology infrastructure and integrity
- Platform services
- Telephony infrastructure and carrier administration
- Enterprise cyber security
- 650 terabytes of production data
- 1.5 petabytes of data
- Network and connectivity
- Disaster recovery
- 20,633 phishing emails stopped
- 14,332 firewall threats stopped
- 577,882 quarantined emails
- 80 networked facilities
- 99.9% service availability
- 2,259 Support Portal Tickets
- 84 IT projects, 49 complete



Enterprise Records & Business Solutions

Many of our service functions are required by county code, and deemed essential, in nature. These include a variety of specialized professional and administrative services. Our services include conversion of paper and microform records into electronic searchable formats, archive records management, production copy and printing, mail processing and distribution, IT procurement & financial planning, contract negotiation & maintenance, and software licensing compliance.

- 184 managed IT contracts
- 3,998,290 documents digitized
- 2,916 records requests processed
- 6,917 Support Portal Tickets
- 76 IT projects, 137 complete
- 2,656,999 documents digitized

IT Organization Structure in Support of Strategic Plan

2021 Q1

2021 Q2

2021 Q3

2021 Q4

- ✓ Internal IT review
- ✓ External IT review with industry partners
- ✓ Internal review with County leaders
- **Published** on external and internal web sites

- ✓ Plan developed to operationalize our strategy
- ✓ Align 8 strategies to IT Division Managers and Dept Directors
- ✓ Establish Enterprise Data Management Division

- ✓ Align IT divisions with industry best practices and capabilities
 1. *Infrastructure & Security*
 2. *Digital Experience & Innovation*
 3. *Business Operations & Support*
 4. *Enterprise Data Management*

- ✓ Re-organize some department IT positions with updated IT divisions
- ✓ Update strategic operational plan with updates, progress and modifications

Viggo Forde, Director, Chief Information Officer and HIPAA Compliance Officer | **Lisa Hillman**, Deputy Director and Deputy Chief Information Officer
MAGGIE REID, Administrative Assistant

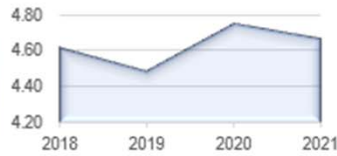
FRED HARTMANN <i>Division Manager of Infrastructure and Security</i>		MATT CRISLER <i>Division Manager of Digital Experience and Innovation</i>			JOANIE FADDEN <i>Division Manager of Business Operations and Support</i>		JOSÉ MATTHEWS <i>Division Manager of Enterprise Data Management</i>
IT Security	Enterprise Technology Services	GIS Services Reporting & Analytics	Enterprise Application Services	Application Support Services	Enterprise Records & Business Solutions	Customer and Workstation Services	Enterprise Data Management

IT SERVICE LEVEL METRICS

Customer and Workstation Service - José Matthews

Year	Incidents Re-Opened	Customer hang up	Rebuild workstation	New employee gets a workstation	Resolve the request at first call	Customer Survey
2018	1.40%	24.74%	62.40%	91.42%	not trackable	4.62
2019	1.98%	5.40%	39.58%	87.42%	not trackable	4.49
2020	1.75%	7.44%	41.47%	91.00%	69.10%	4.75
2021	4.66%	5.63%	98.85%	99.79%	60.65%	4.68

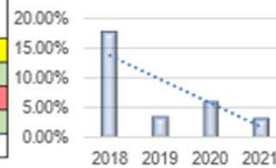
METRIC SPOTLIGHT Support Portal Customer Survey



Enterprise Technology - JD Braathen

Year	Network availability	Unscheduled changes w/o communication	Resolution time for data restore requests	Employee click rate on Phishing tests	Phone call quality customer survey result	Overall call quality	Peer-to-peer (internal) call failure rate
2018	99.96%	not trackable	100.00%	17.78%	4.30	4.14	0.25%
2019	99.00%	0.17	96.50%	3.69%	4.04	4.67	0.18%
2020	99.30%	0.92	99.50%	6.18%	4.11	4.53	0.38%
2021	99.80%	0.57	91.97%	4.04%	4.20	4.51	0.24%

METRIC SPOTLIGHT Employee click rate on Phishing tests



Enterprise Applications - Dave Baxter

Year	Accessible for non hosted applications	Communicated in advance of scheduled downtime	Database and application backup done
2018	98.16%	100.00%	100.00%
2019	90.66%	100.00%	100.00%
2020	97.58%	100.00%	100.00%
2021	98.43%	85.71%	100.00%

Vendor Supported Apps Dave Baxter

Year	Accessible for non hosted applications	Communicated in advance of scheduled downtime	Database and application backup done
2018	97.22%	100.00%	100.00%
2019	92.54%	100.00%	100.00%
2020	96.49%	100.00%	100.00%
2021	97.64%	100.00%	100.00%

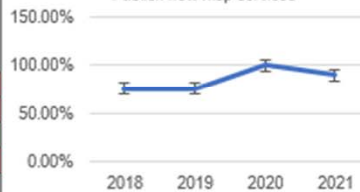
Applications Support - Dave Baxter

Year	Accessible for non hosted applications	Communicated in advance of scheduled downtime	Database and application backup done
2018	99.85%	100.00%	100.00%
2019	96.91%	100.00%	100.00%
2020	89.08%	100.00%	100.00%
2021	99.79%	100.00%	100.00%

GIS, Data and Web - Ed Whitford

Year	IT GIS acknowledges escalated ticket	High priority public facing requests addressed	Medium priority public facing requests addressed	Low priority public facing requests addressed	Discuss and assess customer map service request	Publish new map services
2018	not trackable	88.00%	92.00%	91.00%	96.00%	75.00%
2019	not trackable	77.67%	98.30%	94.58%	100.00%	75.00%
2020	not trackable	54.17%	93.00%	98.33%	97.90%	100.00%
2021	92.86%	76.57%	100.00%	100.00%	100.00%	94.29%

METRIC SPOTLIGHT Publish new map services



Enterprise Records and Business Solutions - Joanie Fadden

Year	Scanning quality meets customer instructions	Scanning quality is verified with original	Acknowledge customer's ad-hoc scanning request	Record storage request picked and/or delivered on	IT contracts renewed prior to expiration of service
2018	99.20%	99.60%	90.30%	96.80%	30.20%
2019	98.33%	98.83%	99.40%	95.83%	68.45%
2020	99.50%	99.92%	100.00%	97.08%	95.85%
2021	99.25%	100.00%	99.88%	98.25%	98.54%

METRIC SPOTLIGHT IT contracts renewed prior to expiration of service



Updated September 2021

Red: off target
Yellow: just missed target
Green: on target

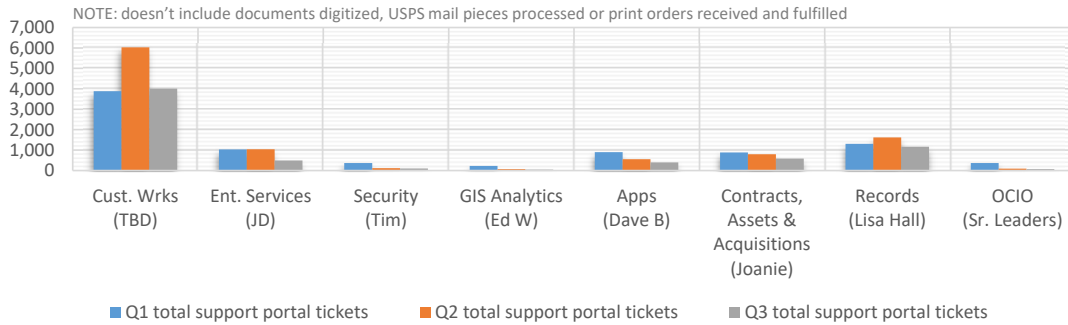


Snohomish County
Information Technology

IT SCORECARD

Breakdown of IT work

2021 SUPPORT PORTAL TICKET LOAD BY SERVICE TEAM



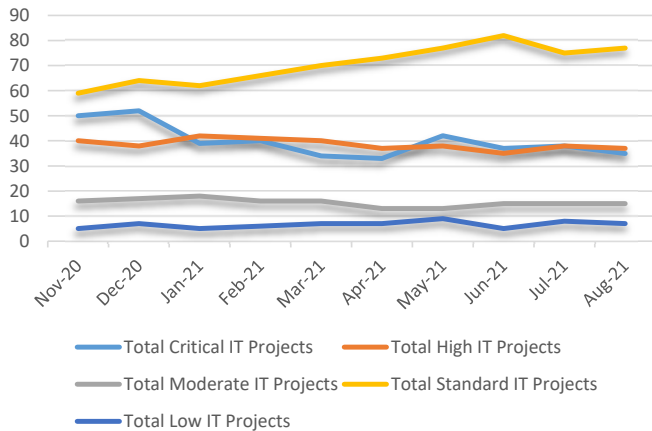
2020 IT IN REVIEW

- 3rd Place NACo winner
- 15,855 tickets processed
- 10,734 service desk telephone calls
- 178 new 2020 projects
- 174 average active projects
- 103 closed projects
- 2,004 workstations deployed
- 12,877 phishing emails stopped
- 12,921 firewall threats stopped
- 369,351 emails quarantined
- 147 business apps
- 26 enterprise apps
- 175 managed IT contracts
- 3,985,223 documents digitized
- 2,916 archived documents requested

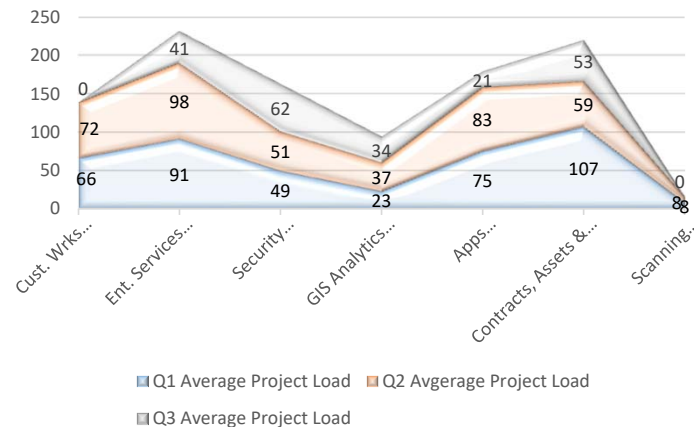
2021 IT REAL TIME METRICS

- 3rd Place NACo winner
- 28,104 tickets processed
- 6,447 service desk telephone calls
- 115 new 2021 projects
- 171 average active projects
- 100 completed projects
- 595 workstations deployed
- 20,633 phishing emails stopped
- 14,332 firewall threats stopped
- 577,882 emails quarantined
- 147 business apps
- 26 enterprise apps
- 184 managed IT contracts
- 2,656,999 documents digitized
- 2,031 archived documents requested

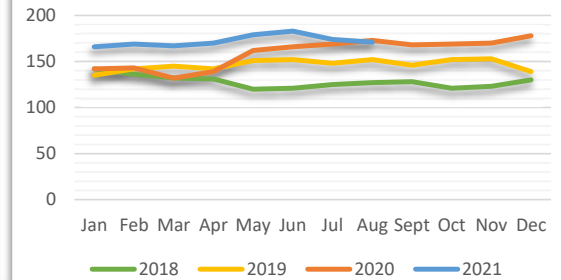
2021 IT PROJECT PRIORITY



2021 IT PROJECT LOAD BY SERVICE TEAM



Year of Year Total IT Projects



Snohomish County

NOTE: Q3 numbers are partial and does not include Sept 2021 metrics

2021 THIRD QUARTER HIGHLIGHTS

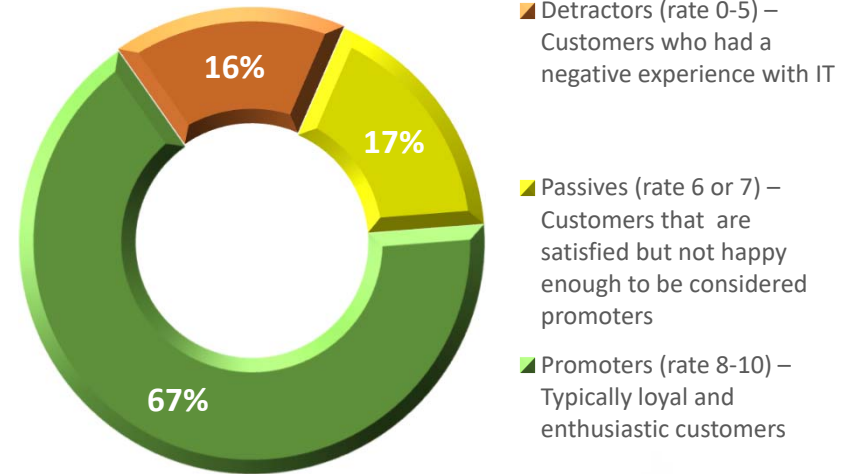
- Launch IT **Enterprise Data Management** division
- Continue regular **Business Relationship Meetings** with each department, office and court
- **IT Annual Report** now available on our internal and external web site
- **Cybersecurity Awareness** annual training and further fortifications
- Additional capabilities and feature **expansion of the Support Portal**
- **Digital mailroom** service which includes scanning USPS and interoffice mail for easy electronic access
- IT **Governance** model refresh
- Draft County **Code update** for IT
- Focus on **continuous improvement**
- **IT policies** and **procedure** refresh
- **Operationalize** the IT Strategic Plan

2021 Department of IT Customer Survey

What we heard in the comments

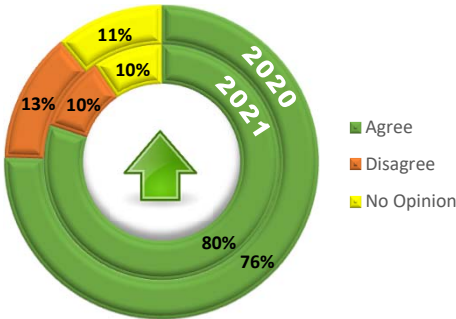
- Service delivery improvements from previous year(s)
- Sometimes it takes a few attempts and follow up to get the job done
- Security Wise cybersecurity newsletter is great and appreciated!
- New employees are productive faster
- Desire to have more communication about planned maintenance
- The web support portal is great, and more features would be helpful
- Great services!!
- Knowledgeable and friendly IT staff
- Backlog of requests is improving but sometimes take a long time to get a response
- Technology Replacement Program (TRP) process has improved and more room to grow
- Desire to have more and better training options for new solutions and services
- Better advertise what IT services are available beyond standard hours

HOW LIKELY ARE EMPLOYEES TO RECOMMEND DEPT OF IT

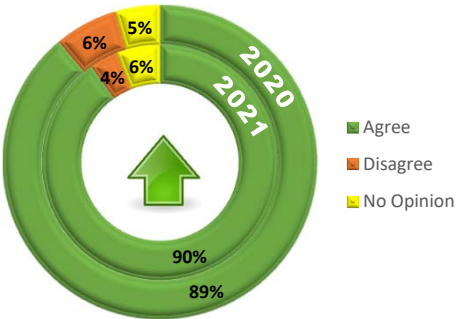


Comparing Annual Customer Surveys

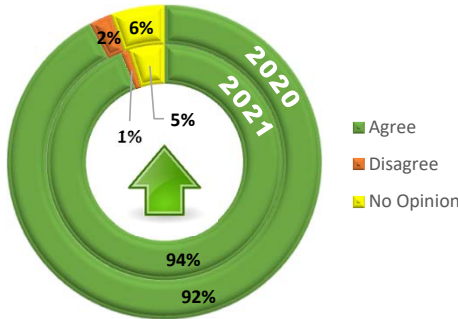
IT DELIVERS PROMISED SERVICES ON A TIMELY BASIS



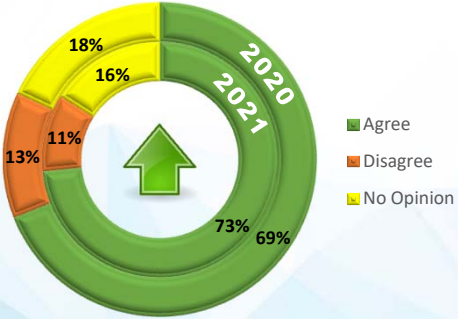
IT KEEPS ME INFORMED ABOUT SOLUTIONS, SERVICES & OUTAGES



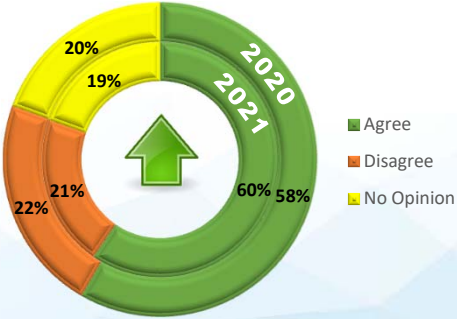
IT KEEPS ME AWARE OF CYBERSECURITY ISSUES



IT HELPS ME USE TECHNOLOGY EFFECTIVELY



IT GETS THE JOB DONE THE FIRST TIME WITHOUT RE-WORK



Risks & Opportunities



DIGITAL EQUITY
BROADBAND ACCESS



CONTINUED SUPPORT OF
CYBERSECURITY OFFICE



SUPPORT THE
IT STRATEGIC PLAN



LONGER WAIT TIMES
FOR IT SUPPORT



FUNDING CHALLENGES IN
GENERAL AND UNFUNDED
MANDATES (E.G., PRIVACY) IN
PARTICULAR

The **information and technology** landscape continues to aggressively change which **introduces opportunities and risks**. IT strives to **provide excellent service for all customers** with on site and mobile workforce solutions, smaller and portable apps, improved access to data, plus fast and secure access to information through visual analytics with **zero defects at an affordable cost**



What can IT do to better support the County?

Question