

Adopted: _____

Effective: _____

SNOHOMISH COUNTY COUNCIL
Snohomish County, Washington

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))~~ 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

- 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
26 (5) "Information processing" means the electronic capture, collection, storage,
27 manipulation, transmission, retrieval, and presentation of information in the
28 form of data, text, voice, or image and includes telecommunications and office
29 automation functions;
30
31 (6) "Information services" means information processing, software operation,
32 telecommunications, and office automation;
33
34 (7) "Equipment" means the machines, devices, and transmission facilities used in
35 information processing, software operation, telecommunications, networking, and
36 office automation;
37
38 (8) "Proprietary software" means that software offered for sale or license;
39 (9) "Telecommunications" means the transmission of information by wire,
40 radio, 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
lines, modems, multiplexors, switches associated with such communications

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

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

3
4 ~~(19) "Routine project" means:~~

5
6 ~~(a) incident or problem management intended to repair or restore an existing~~
7 ~~and previously deployed technology system;~~

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

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

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

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

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

18
19 ~~((20))~~(17) "Strategic technology plan" means a plan adopted pursuant to SCC
20 2.350.065;

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

24
25 ~~(22) "Project oversight committee" or "POC" means the committee created by~~
26 ~~SCC 2.350.170))~~

27
28
29 Section 3. Snohomish County Code Chapter 2.350.030, last amended by
30 Ordinance No. 16-040 on June 22, 2016 is amended to read:

31
32 **2.350.030 Authority and functions.**

33
34 The department shall provide for the planning, management, control, security,
35 operation ~~((and))~~ use and support of information technology services,
36 ~~((backbone-))~~ network infrastructure, telecommunications, information
37 processing, equipment, data, data and information management of county digital
38 and physical records, data backup, recovery and storage, computer workstations,
39 connected devices, purchased information services and systems, and
40 ~~((proprietary-))~~ software. The department shall provide administration and
41 management of centralized support services for the county and may include,
42 in addition, such procedures as will generally promote more efficient
43 management and utilization of such services. The department's functions and
44 responsibilities shall include the following functional areas:
45

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

31
32 Section 4. Snohomish County Code Chapter 2.350.060, last amended by
33 Ordinance No. 16-079 on October 19, 2016 is amended to read:

34
35 **2.350.060 Rule making authority.**

36
37 The director with the concurrence of the executive is authorized to adopt such
38 rules and regulations as may be necessary to carry out the provisions of this
39 chapter consistent with applicable laws. The director shall provide ~~((the BAG~~
40 ~~with))~~ departments a reasonable opportunity to review and comment on all rules
41 and regulations prior to their adoption.

42
43 Section 5. Snohomish County Code Chapter 2.350.065, adopted by Ordinance
44 No. 16-079 on October 19, 2016 is amended to read:

45
46 **2.350.065 Strategic technology plan.**

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1
2 Beginning in 2017 and every three years thereafter, the director shall prepare
3 and submit a strategic technology plan to the executive, which the executive shall
4 submit to the council. The director may provide the executive with an annual
5 update to the strategic plan to incorporate changes driven by innovation within
6 the technology industry and changing business needs within the county. The
7 strategic technology plan will address the overall technology and information
8 management strategy for the county covering a 36-month period and align such
9 strategy to the business and service goals, strategies, objectives, and plans of
10 the county and its departments. Prior to submitting the plan to the executive, the
11 director shall ~~((submit the plan to the SAB for review))~~ seek feedback on the plan
12 from all county department heads and may perform other external review. The
13 plan must contain the following:

14
15 (1) Statement of the department vision, mission and guiding principles;

16
17 ~~((1))~~ (2) A definition of strategic areas ~~((, explaining))~~;

18
19 (3) A description of the current state of information technology at the county and
20 the opportunities to be facilitated by the strategic technology plan;

21
22 ~~((2))~~ (4) For each strategic area, a set of ~~((strategic))~~ business-driven objectives
23 with descriptions and ~~((desired outcomes))~~ success measures; and

24
25 ~~((3))~~ (5) For each ~~((strategic objective))~~ set of business-driven objectives, the
26 intended approach to achieve the desired outcomes.

27
28 Section 6. Snohomish County Code Chapter 2.350.070, last amended by
29 Ordinance No. 16-079 on October 19, 2016 is amended to read:

30
31 **2.350.070 Information** ~~((services plan))~~ **technology report.**

32
33 (1) The director shall prepare and submit an annual information ~~((services~~
34 ~~plan))~~ technology report to the executive which shall be submitted to the council
35 with the annual budget estimates provided for in SCC 4.26.030. This
36 ~~((plan))~~ report must contain the following:

37
38 (a) A "state of information technology" element that describes the county's
39 current information technology environment, including the strengths,
40 weaknesses, opportunities, and challenges of county information technology and
41 services; identifies objectives for the next fiscal year or biennium; ~~((and evaluates~~
42 ~~whether strategic objectives identified in the strategic technology plan are being~~
43 ~~achieved;))~~

44
45 (b) A "status of IT ~~((projects" element that includes the scope, schedule, budget,~~
46 ~~priority, and status for each non-routine project that was listed in the prior annual~~

1 ~~information services plan and not completed, or is scheduled to commence~~
2 ~~during the next 12-month period))strategies” that provides updates on progress~~
3 ~~against the strategic plan elements;~~

4
5 (c) A "technology replacement program" element that provides a recommended
6 scope, schedule, budget, funding source, and priority for the replacement and
7 maintenance of the county's technology systems; and

8
9 (d) A "financing plan" element that includes:

10
11 (i) five-year financial projections for the information services fund (fund 505)
12 created by SCC 4.114.010 and the data processing capital improvement fund
13 (fund 315) created by SCC 4.66.010 in the standard county five-year projection
14 format, updated as of May 1st; and

15
16 (ii) a table showing the amount and proposed allocations of resources of the
17 data processing capital improvement fund (fund 315), including the most recent
18 year-end fund balance, proposed expenditures, and expected year-end fund
19 balance. The table must also include expenditures required for replacement of
20 critical systems and actual or expected project completion dates.

21
22 (2) The information ~~((services plan))~~ technology report shall be submitted to the
23 executive with the annual budget estimates provided for in SCC 4.26.030. It shall
24 cover the period from January 1st of the next fiscal year and the ensuing 12-
25 month period. The priorities in the plan may be changed during the budget
26 preparation process. Upon adoption of the budget the ~~((executive))~~ director shall
27 notify the ~~((director))~~ executive of any changes that must be made to the plan to
28 be consistent with the adopted budget, and the appropriations that will be
29 available to support the plan. The director shall publish a record of such changes
30 with appropriate supporting documentation and shall furnish to the executive,
31 council and all affected county departments a copy thereof.

32
33 ~~((3) Prior to submitting the information services plan to the county executive~~
34 ~~pursuant to this section, the director shall solicit input on the plan from the BAC.~~
35 ~~By April 30th of each year the director shall submit a proposed information~~
36 ~~services plan to the BAC for review and comment. The BAC shall consider the~~
37 ~~proposed plan and recommend such revisions or additional work as it deems~~
38 ~~appropriate. Upon submission of the plan to the county executive, the director~~
39 ~~shall provide a report to the BAC of any recommendations that are not~~
40 ~~implemented and the reasons for not implementing them.))~~

41
42 Section 7. Snohomish County Code Chapter 2.350.075, last amended by
43 Ordinance No. 16-079 on October 19, 2016 is amended to read:

44
45 **2.350.075 Information ~~((services))~~ technology catalog.**

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

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

11
12 **2.350.075 ~~((Director to r))~~ Review of contracts related to information
13 ~~((services))~~ technology.**

14
15 Except as provided in the current information ~~((services))~~ technology catalog
16 published pursuant to SCC 2.350.075, no county department shall requisition,
17 order or otherwise contract for any equipment, proprietary software, or purchased
18 services except through, or in accordance with guidelines, standards or
19 procedures made by the director and after having secured written concurrence
20 for any such procurement from the director or his/her designee. Director review
21 shall be consistent with the purpose and legislative intent of this chapter. In
22 conducting this review, the factors considered by the director shall include, but
23 not be limited to, the following considerations: county-wide as well as county
24 department long and short term costs; timeliness of service; multipurpose use of
25 equipment and software programs; efficient utilization of existing county
26 information processing equipment and software resources; uniformity and
27 compatibility with existing and planned county equipment, software and
28 proprietary software; functional redundancy of software or systems compared to
29 existing systems operated by the county; and training requirements for
30 supporting staff. The director's decisions under this section shall be in writing and
31 delivered to the requesting county departments.

32
33 Section 9. Snohomish County Code Chapter 2.350.090, last amended by
34 Ordinance No. 16-079 on October 19, 2016 is amended to read:

35
36 **2.350.080 Review procedures.**

37
38 For efficient operation of the county's business, the director shall review and
39 approve or disapprove such requests and contracts in a timely manner. The
40 director may develop, subject to the concurrence of the executive, required
41 equipment, systems, programs and services standards and, in connection
42 therewith, develop multi-departmental equipment, systems, programs and
43 service requests in single contracts. Such standards and contracts will be made
44 available to county departments. The director's decisions should be documented
45 when appropriate to explain the factors determining the decision.

46 ~~((Documentation when possible or necessary should include considerations such~~

1 as comparative cost data and the ability of the department to respond to the
2 specifics of user's request.))

3
4 Section 10. The following parts of ordinances are each repealed:

5
6 (1) Snohomish County Code Chapter 2.350.110 last amended by Ordinance No.
7 16-079 on October 19, 2016.

8
9 (2) Snohomish County Code Chapter 2.350.120 last amended by Ordinance No.
10 16-079 on October 19, 2016.

11
12 (3) Snohomish County Code Chapter 2.350.130 last amended by Ordinance No.
13 16-079 on October 19, 2016.

14 (4) Snohomish County Code Chapter 2.350.140 last amended by Ordinance No.
15 16-079 on October 19, 2016.

16
17 (5) Snohomish County Code Chapter 2.350.150 adopted by Ordinance No. 16-
18 079 on October 19, 2016

19
20 (6) Snohomish County Code Chapter 2.350.160 last amended by Ordinance No.
21 19-013 on May 8, 2019

22
23 (7) Snohomish County Code Chapter 2.350.170 adopted by Ordinance No. 16-
24 079 on October 19, 2016

25
26 (8) Snohomish County Code Chapter 2.350.180 adopted by Ordinance No. 16-
27 079 on October 19, 2016

28
29 (9) Snohomish County Code Chapter 2.350.190 adopted by Ordinance No. 16-
30 079 on October 19, 2016

31
32 Section 11. Snohomish County Code Chapter 2.350.200, last amended by
33 Ordinance No. 16-079 on October 19, 2016 is amended to read:

34
35 **2.350.200 Rates and charges.**

36
37 (1) To promote equity and transparency in the allocation of costs associated with
38 the delivery of information technology and services among county departments,
39 the department shall ~~((at least once every five years and at such other times as~~
40 ~~determined by the BAC provide a presentation to the BAC))~~ during the budget
41 planning process provide county departments a summary of the current cost
42 allocation model and any changes ((then proposed by the county executive or
43 council))for the next fiscal year or biennium. ((The presentation)) This summary
44 shall describe the criteria used to allocate costs among county departments in
45 the preceding fiscal year or biennium and ((any))the fiscal impacts of ((the))any

1 proposed changes(~~(, and of any changes proposed, in)~~)for the next fiscal year or
2 biennium.

3
4 (2) The budget for any fiscal year or biennium adopted pursuant to chapter 4.26
5 SCC shall allocate costs for information technology and services among county
6 departments in accordance with the most recent cost allocation model approved
7 by the county council. An approved cost allocation model shall take effect as
8 directed by the council and remain in effect until rescinded or replaced. Council
9 approval of a cost allocation model is an administrative act and may be taken by
10 motion.

11
12 (3) Charges for information technology and services provided to public agencies
13 will be negotiated by the department and approved by the executive and council
14 through contracts with those public agencies. The director is authorized to
15 establish and change as appropriate a table of charges for services provided for
16 on demand services to cash-on-delivery customers, which charges shall be
17 based upon actual cost of providing the service or as authorized by law.

18
19 Section 12. A new chapter is added to subtitle 2.350 of the Snohomish County
20 Code to read:

21
22 **2.350.300 Information technology governance model.**

23
24 In support of the ongoing demands and needs of the information technology work
25 for the county, a governance model that provides a combination of internal and
26 external perspectives will be in place at all times. The director will be accountable
27 for developing and managing the governance model and determine frequency of
28 gathering the advisory groups). The governance bodies may include these
29 elements:

30
31 (1) External strategic advice aimed at obtaining insight from industry peers and
32 partners.

33
34 (2) Internal operational advice to obtain input from county departments about
35 information services needs in the county.

36
37 (3) Business architectural and technical architectural input from internal and
38 external subject matter experts.

39
40 (4) Information technology communities to engage IT professionals and users in
41 county departments

42
43 Section 13. A new chapter is added to subtitle 2.350 of the Snohomish County
44 Code to read:

45
46 **2.350.310 Governance and project communication.**

1
2 To ensure transparency and clarity on what information technology projects are
3 being delivered, as well as what the overall set of county department projects
4 and priorities are, the department will hold regular business reviews with the
5 appropriate stakeholder groups. The organization of these reviews will be defined
6 by the director and may be focused on high level reviews with stakeholders and
7 the executive, or more detailed operational updates for the specific impacts of
8 projects focused on a single or smaller group of county departments.
9

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

12
13 Section 15. Severability. If any provision of this ordinance or its application or
14 circumstances is held invalid, the remainder of this ordinance and the application of its
15 provisions to other persons or circumstances shall not be affected.

16
17 PASSED this __ day of _____, 2021.

18
19 SNOHOMISH COUNTY COUNCIL
20 Snohomish County, Washington

21
22 _____
23 Chairperson

24
25
26 ATTEST:

27
28 _____
29 Asst. Clerk of the Council

- 30
31 () APPROVED
32 () EMERGENCY
33 () VETOED

34 DATE: _____

35
36
37 _____
38 County Executive

39
40 ATTEST:
41 _____
42
43
44
45