SNOHOMISH COUNTY COUNCIL PUBLIC HEARING PACKET

ORDINANCE 22-007 RELATING TO THE DEPARTMENT OF INFORMATION

SERVICES; AMENDING CHAPTER 2.350 SCC

ECAF: 2022-0055

Date/Time: Wednesday, March 30, 2022, at 10:30 a.m.

Staff Person: Deb Bell

DPA: Rebecca Wendling

EXHIBIT LIST

Click on Exhibit # to view document.

| Exhibit # | Date | Exhibit Description |
|-----------|---------|------------------------------------|
| 1 | 3/01/22 | Council Staff Report |
| 2 | 1/28/22 | ECAF Received |
| 3 | 1/31/22 | Ordinance Introduction Slip Signed |
| 4 | 2/15/22 | Proposed Substitute Ordinance |

| | | ed: ve: |
|--|--------|--|
| 1 2 3 | | SNOHOMISH COUNTY COUNCIL Snohomish County, Washington |
| 4 | | ORDINANCE NO. 22-007 |
| 5 6 7 8 | | RELATING TO THE DEPARTMENT OF INFORMATION SERVICES; AMENDING CHAPTER 2.350 SCC |
| 9 10 11 | | NOW, THEREFORE, BE IT ORDAINED: |
| 12 13 14 | Ordina | Section 1. Snohomish County Code Chapter 2.350.015, last amended by ance No. 16-040 on June 22, 2016 is amended to read: |
| 15 | | 2.350.015 Legislative intent. |
| 16 17 18 19 20 21 22 23 24 25 26 27 | | 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 a ppropriate and cost-effective alternatives exist for meeting those needs(($_{7}$)). ((such))such as shared computing, shared telecommunications services, communication networks, departmental applications, and computer systems. It is the intent of this chapter that: |
| 28 29 30 31 | (1) | Information be shared and administered in a coordinated manner, except when prevented by county department responsibilities for <u>compliance</u> , security, privacy, or confidentiality; and |
| 32 33 | (2) | Resources be used in the most efficient manner; and |
| 34 35 36 37 38 | (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 |
| 39 40 41 | (4) | The acquisition of equipment, proprietary software, <u>software as a service solutions</u> , and related services <u>to support the information technology needs of the county</u> be evaluated and reviewed to ensure conformity with county standards; and |
| 42 43 44 | (5) | The county improve recruitment, training, and retention of professional staff; and |

| 1 (6) Plans, proposals, and acquisitions for information services be review technical, financial and management perspective as part of the bud and | | | |
|--|--------|--|--|
| 5 6 7 8 | (7) | County elected officials be given meaningful opportunities to contribute to the prioritization, development, and delivery of information services to county departments. | |
| 9 10 11 | Ordina | Section 2. Snohomish County Code Chapter 2.350.020, last amended by ance No. 16-079 on October 19, 2016 is amended to read: | |
| 12 13 | | 2.350.020 Definitions. | |
| 14 15 16 | | The following definitions shall apply to terms used in this chapter, unless the context indicates otherwise: | |
| 17 18 | | (1) "Council" means the Snohomish county council; | |
| 19 20 | | (2) "Executive" means the Snohomish county executive; | |
| 21 22 | | (3) "Department" means the department of information technology; | |
| 23 24 | | (4) "Director and county chief information officer" means the director of the department of information technology; | |
| 25 26 27 28 29 | | (5) "Information processing" means the electronic capture, collection, storage, manipulation, transmission, retrieval, and presentation of information in the form of data, text, voice, or image and includes telecommunications and office automation functions; | |
| 30 31 | | (6) "Information services" means information processing, software operation, telecommunications, and office automation; | |
| 32 33 34 35 36 | | (7) "Equipment" means the machines, devices, and transmission facilities used in information processing, software operation, telecommunications, networking, and office automation; | |
| 37 38 39 40 | | (8) "Proprietary software" means that software offered for sale or license; (9) "Telecommunications" means the transmission of information by wire, radio, optical cable, electromagnetic, or other means; | |
| 41 42 43 44 | | (10) (("Backbone network"))"Network infrastructure" means the shared high-density portions of the county's voice/data telecommunications transmission facilities. It includes specially conditioned high-speed communication carrier lines, modems, multiplexors, switches associated with such communications | |

| 1 | (18) "Non-routine project" means an information service that is not a "routine |
|----|---|
| 2 | project"; |
| 3 | I J) |
| 4 | (19)_"Routine project" means: |
| 5 | (2) |
| 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 ITAC.)) |
| 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: |
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| 32 | 2.350.030 Authority and functions. |
| 33 | · |
| 34 | The department shall provide for the planning, management, control, security, |
| 35 | operation ((and))use <u>and support</u> of information <u>technology</u> 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 <u>information</u> services <u>and systems</u> , 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 | · |

2.350.065 Strategic technology plan.

No. 16-079 on October 19, 2016 is amended to read:

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45 46 Beginning in 2017 and every three years thereafter, the director shall prepare and submit a strategic technology plan to the executive, which the executive shall submit to the council. The director may provide the executive with an annual update to the strategic plan to incorporate changes driven by innovation within the technology industry and changing business needs within the county. The strategic technology plan will address the overall technology and information management strategy for the county covering a 36-month period and align such strategy to the business and service goals, strategies, objectives, and plans of the county and its departments. Prior to submitting the plan to the executive, the director shall ((submit the plan to the SAB for review))seek feedback on the plan from all county department heads and may perform other external review. The plan must contain the following:

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

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

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

(((2)))(<u>4</u>) For each strategic area, a set of ((strategic))<u>business-driven</u> objectives with descriptions and ((desired outcomes))<u>success measures</u>; and

(((3)))(<u>5)</u> For each ((strategic objective))set of business-driven objectives, the intended approach to achieve the desired outcomes.

<u>Section 6.</u> Snohomish County Code Chapter 2.350.070, last amended by Ordinance No. 16-079 on October 19, 2016 is amended to read:

2.350.070 Information ((services plan))technology report.

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

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

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

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

- (c) A "technology replacement program" element that provides a recommended scope, schedule, budget, funding source, and priority for the replacement and maintenance of the county's technology systems; and
- (d) A "financing plan" element that includes:
- (i) five-year financial projections for the information services fund (fund 505) created by SCC 4.114.010 and the data processing capital improvement fund (fund 315) created by SCC 4.66.010 in the standard county five-year projection format, updated as of May 1st; and
- (ii) a table showing the amount and proposed allocations of resources of the data processing capital improvement fund (fund 315), including the most recent year-end fund balance, proposed expenditures, and expected year-end fund balance. The table must also include expenditures required for replacement of critical systems and actual or expected project completion dates.
- (2) The information ((services plan))technology report shall be submitted to the executive with the annual budget estimates provided for in SCC 4.26.030. It shall cover the period from January 1st of the next fiscal year and the ensuing 12-month period. The priorities in the plan may be changed during the budget preparation process. Upon adoption of the budget the ((executive))director shall notify the ((director))executive of any changes that must be made to the plan to be consistent with the adopted budget, and the appropriations that will be available to support the plan. The director shall publish a record of such changes with appropriate supporting documentation and shall furnish to the executive, council and all affected county departments a copy thereof.
- (((3) Prior to submitting the information services plan to the county executive pursuant to this section, the director shall solicit input on the plan from the BAC. By April 30th of each year the director shall submit a proposed information services plan to the BAC for review and comment. The BAC shall consider the proposed plan and recommend such revisions or additional work as it deems appropriate. Upon submission of the plan to the county executive, the director shall provide a report to the BAC of any recommendations that are not implemented and the reasons for not implementing them.))

<u>Section 7.</u> Snohomish County Code Chapter 2.350.075, last amended by Ordinance No. 16-079 on October 19, 2016 is amended to read:

2.350.075 Information ((services))technology catalog.

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ORDINANCE NO. 22-007

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

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

2.350.075 ((Director to r))Review of contracts related to information ((services))technology.

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

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

2.350.080 Review procedures.

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

((Documentation when possible or necessary should include considerations such

| 1 2 | as comparative cost data and the ability of the department to respond to the specifics of user's request.)) |
|----------------|---|
| 3 | |
| 4 | Section 10. The following parts of ordinances are each repealed: |
| 5 | ecotion to: The following parts of ordinarious are easificipedica. |
| 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 | (a) a |
| 29 | (9) Snohomish County Code Chapter 2.350.190 adopted by Ordinance No. 16- |
| 30 | 079 on October 19, 2016 |
| 31 | 0 4 44 0 1 110 4 0 1 01 4 0 0 0 0 0 1 4 |
| 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 | 0.050.000 D / |
| 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 |
| 1 0 | determined by the BAC provide a presentation to the BAC))during the budget |
| 41 42 | planning process provide county departments a summary of the current cost |
| 42 42 | allocation model and any changes ((then proposed by the county executive or |
| 43 4.4 | council))for the next fiscal year or biennium. ((The presentation))This summary |
| 14 15 | shall describe the criteria used to allocate costs among county departments in |
| 1 5 | the preceding fiscal year or biennium and ((any))the fiscal impacts of ((the))any |

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

- (2) The budget for any fiscal year or biennium adopted pursuant to chapter 4.26 SCC shall allocate costs for information technology and services among county departments in accordance with the most recent cost allocation model approved by the county council. An approved cost allocation model shall take effect as directed by the council and remain in effect until rescinded or replaced. Council approval of a cost allocation model is an administrative act and may be taken by motion.
- (3) Charges for information technology and services provided to public agencies will be negotiated by the department and approved by the executive and council through contracts with those public agencies. The director is authorized to establish and change as appropriate a table of charges for services provided for on demand services to cash-on-delivery customers, which charges shall be based upon actual cost of providing the service or as authorized by law.

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

2.350.300 Information technology governance model.

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

- (1) External strategic advice aimed at obtaining insight from industry peers and partners.
- (2) Internal operational advice to obtain input from county departments about information services needs in the county.
- (3) Business architectural and technical architectural input from internal and external subject matter experts.
- (4) Information technology communities to engage IT professionals and users in county departments

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

2.350.310 Governance and project communication.

| 1 | | | | | |
|----------|---|--|--|--|--|
| 2 3 | To ensure transparency and clarity on what information technology projects are 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 | DACCED this day of 2004 | | | | |
| 17 18 | PASSED this day of, 2021. | | | | |
| 19 | SNOHOMISH COUNTY COUNCIL | | | | |
| 20 | Snohomish County, Washington | | | | |
| 21 | Chonomist County, Washington | | | | |
| 22 | | | | | |
| 23 | Chairperson | | | | |
| 24 | | | | | |
| 25 | | | | | |
| 26 | ATTEST: | | | | |
| 27 | | | | | |
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| 29 | Asst. Clerk of the Council | | | | |
| 30 | () ADDDOVED | | | | |
| 31 | () APPROVED | | | | |
| 32 | () EMERGENCY | | | | |
| 33 | () VETOED | | | | |
| 34 35 | DATE: | | | | |
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| 37 | | | | | |
| 38 | County Executive | | | | |
| 39 | County Excounty | | | | |
| 40 | ATTEST: | | | | |
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| EXHIBIT # | 1 |
|-----------|------------|
| FILE | ORD 22-007 |

Committee: Public Works and Infrastructure Committee Analyst: Deb Evison Bell

ECAF: 2022-0055 **Proposal:** Ord. 22-007

Date: March 1, 2022

Consideration:

The proposed ordinance relates to the authority, functions, reporting, planning, rates and governance of the Department of Information Technology and amends Chapter 2.350 of the Snohomish County Code¹.

Background:

The Department of Information Technology was created by Ordinance in 1988, and the code was last revised in 2016. Chapter 2.350 Department of Information Technology currently contains outdated references to Information Technology (IT) solutions and services. The workflow presently outlined in this code section does not reflect current County practice.

Current Proposal:

Scope: The proposed code amendments would revise the current language, decision making and planning practices to better align with industry standards and establish a clear direction for the IT department that aligns with modern business practices of IT within Snohomish County.

Duration: Upon adoption until future amendments.

Fiscal Implications: NA

2022 Budget: NA

Future Budget Impacts: NA

Handling: NORMAL

Approved-as-to-form: YES

Risk Management: APPROVE.

Executive Recommendation: APPROVE.

Analysis

Council has the legislative authority to adopt this ordinance amending county code, per SCC 2.48.

Attachments: NONE.

Amendments: NONE.

Request: Move to GLS on March 9, 2022, to consider scheduling a public hearing. Following receipt of public testimony, consider taking action on proposed Ordinance 22-007 or provide other direction to staff.

¹ ch. 2.350 Department of Information Technology | Snohomish County Code



Snohomish County Council

SNOHOMISH COUNTY COUNCIL

EXHIBIT # 2

Legislation Text

FILE ORD 22-007

| File #: 2022-0055, \ | Version: | 1 |
|----------------------|----------|---|
|----------------------|----------|---|

Executive/Council Action Form (ECAF)

ITEM TITLE:

Ordinance 22-007, relating to the Department of Information Services; amending chapter 2.350 SCC

DEPARTMENT: Information Services

ORIGINATOR: Joanie Fadden

EXECUTIVE RECOMMENDATION: Approve - Ken Klein 1/31/22

PURPOSE: Amend Snohomish County Code (SCC) Chapter 2.350 - Department of Information Services

BACKGROUND: Chapter SCC 2.350 pertains to the Snohomish County Department of Information Services and related authority, functions, reporting, planning, rates, and governance. Existing code language contains outdated references to Information Technology (IT) solutions and services that need to be updated. Additionally, current code sections detail a restrictive and multi-faceted approach to IT governance that does not reflect existing decision making and planning efforts as we move forward our modern IT organization. This proposed code amendment establishes direction for a more progressive IT department that aligns strong accountability with an agile guidebook for managing the modern business of IT in Snohomish County.

FISCAL IMPLICATIONS:

| 1 10 07 (2 11111 21 07 (11 01 10) | | | |
|---|------------|--------|-----------|
| EXPEND : FUND, AGY, ORG, ACTY, OBJ, AU | CURRENT YR | 2ND YR | 1ST 6 YRS |
| N/A | | | |
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| TOTAL | | | |
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| REVENUE: FUND, AGY, ORG, REV, SOURCE | CORRENT TR | ZND TK | 13101K3 |
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| | | | |
| TOTAL | | | |

DEPARTMENT FISCAL IMPACT NOTES: No fiscal implications from code amendment.

| File #: 2022-0055, Version: 1 | | | | | |
|-------------------------------|------------------------|--|--------|--|--|
| CONTRACT INFO | RMATION: | | | | |
| ORIGINAL | CONTRACT# | AMOUNT | | | |
| AMENDMENT _ | CONTRACT# | AMOUNT | | | |
| Contract Period | | | | | |
| ORIGINAL | START | END | | | |
| AMENDMENT | START | END | | | |
| OTHER DEPARTM | MENTAL REVIEW/COMMENTS | S: Approved as to form by Rebecca Wend | dling. | | |

OTHER DEPARTMENTAL REVIEW/COMMENTS: Approved as to form by Rebecca Wendling. Reviewed/approved by Finance, Nathan Kennedy 1/25/22

ECAF NO.: ECAF RECEIVED:

ORDINANCE SNOHOMISH COUNTY COUNCIL INTRODUCTION SLIP

| | | EXHIBI | Т#3 | |
|--|--|----------------|---------------------|--|
| TO: Clerk of the Council | | FILE | ORD 22-007 | |
| TITLE OF PROPOSED ORDI | NANCE: | | | |
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| | Clif- | | | |
| | Councilmember | | Date | |
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| Clerk's Action: | Proposed C | Ordinance No | · | |
| Assigned to: | | Data | | |
| Assigned to. | | Date | | |
| ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | ·~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ | ·~~~~~~ | NEODM | |
| | COMMITTEE RECOMM | | | |
| On, | the Committee considered the i | item and by | Consensus / | |
| Yeas and Nays | s, made the following recommen | ndation: | | |
| Move to Council to s | schedule public hearing | | | |
| | | | | |
| | ate March 30, 2022 at | | | |
| Move to Council as a | amended to schedule public hea | aring | | |
| Move to Council wit | th no recommendation | | | |
| This itemshould/ | _should not be placed on the | he Consent | Agenda. | |
| | for routine items that do not requir | re public hear | ing and do not need | |
| discussion at General Legislativ | ve Session) | | | |
| | _should not be placed on the a may be used for routine action to | | | |
| (Administrative Watters agenda | _ | | | |
| | <u>SL. J.</u> Committee Chair | | | |
| | Committee Chair | | | |

| | Adopt | ed: ve: | PF | ROPOSED |
|--|--------|---|---|---|
| 1 | LIICOL | | SNOHOMISH COUNTY COUNCIL | SNOHOMISH COUNTY COUNCIL |
| 1 2 | | | Snohomish County, Washington | EXHIBIT #4 |
| 3 4 | | SUE | BSTITUTE ORDINANCE NO. 22-007 | FILE ORD 22-007 |
| 5 6 7 8 | | | IE DEPARTMENT OF INFORMATION MENDING CHAPTER 2.350 SCC | N SERVICES; |
| 9 10 11 | | NOW, THEREFORE | , BE IT ORDAINED: | |
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| 34 35 36 37 | (3) | computing network, (and technology shari | d (a) to plan and manage telecommurb) to increase agencies' awareness on opportunities, and (c) to support arenting such possibilities; and | of information |
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| 21 22 | | (3) "Department" means the department of information technology; | |
| 23 24 | | (4) "Director and county chief information officer" means the director of the department of information technology; | |
| 25 26 27 28 | | (5) "Information processing" means the electronic capture, collection, storage, manipulation, transmission, retrieval, and presentation of information in the form of data, text, voice, or image and includes telecommunications and office automation functions; | |
| 29 30 31 | | (6) "Information services" means information processing, software operation, telecommunications, and office automation; | |
| 32 33 34 35 | | (7) "Equipment" means the machines, devices, and transmission facilities used in information processing, software operation, telecommunications, networking, and office automation; | |
| 363738 | | (8) "Proprietary software" means that software offered for sale or license; | |
| 39 40 | | (9) "Telecommunications" means the transmission of information by wire, radio, optical cable, electromagnetic, or other means; | |
| 41 42 43 44 | | (10) (("Backbone network"))"Network infrastructure" means the shared high-density portions of the county's voice/data telecommunications transmission facilities. It includes specially conditioned high-speed communication carrier | |
| 15 | | lines modems multipleyors, switches associated with such communications | |

lines, and any equipment and software components necessary for management 1 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 limited to, services acquired for equipment maintenance and repair, operation 6 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 "Support services" are defined but not limited to the following: 11 (12)12 13 (a) Copy and printing services that provide centralized photo 14 copying and printing services for Snohomish county customers; 15 and (b) Mail service for Snohomish county customers; and 16 (c) Micrographic and digital scanning records management services 17 that assist Snohomish county customers to provide for the 18 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 "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 39.34.020 of the interlocal cooperation act: 32 33 "County department" means any Snohomish county office, executive 34 department, court, board, commission or other organizational unit of the 35 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 adopted pursuant to SCC 2.350.070: 41 42 43 (((17) "Information technology advisory committee" or "ITAC" means the committee created by SCC 2.350.110: 44

PROPOSED

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| 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 ITAC.)) |
| 19 | , ,,, |
| 20 | (((20)))(17) "Strategic technology plan" means a plan adopted pursuant to SCC |
| 21 | 2.350.065; |
| 22 | |
| 20 | |
| 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 | <i>''</i> |
| 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, |
| 30 37 | ((backbone-))network infrastructure, telecommunications, information |
| 3 <i>1</i> 38 | |
| 30 39 | processing, equipment, data, computer workstations, connected devices, data |
| | and information management of county digital and physical records, data backup, recovery and storage, purchased information services and systems, and |
| 40 41 | ((proprietary))software. The department shall provide administration and |
| 41 42 | |
| 42 43 | management of centralized support services for the county and may include, |
| +3 | in addition, such procedures as will generally promote more efficient |

| 1 | management and utilization of such services. The department's functions and | |
|----------------|--|-------------|
| 2 | responsibilities shall include the following functional areas: | |
| 3 | (A) Management and a constitution of the const | |
| 4 | (1) Management and operation of the county's information systems and | |
| 5 | technology equipment; (2) Management and administration of the (/ID network))lead wide area nature | rko |
| 6 7 | (2) Management and administration of the ((IP network,))local wide area network ((distributed network(s),)) and telecommunication system; | <u>JIKS</u> |
| 8 | ((a) 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 | ١, |
| 13 | ((procurement))facilitate the acquisition of technology equipment, ((proprieta | |
| 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 police | |
| 20 | procedure and process related to data management, as well as general d | <u>ata</u> |
| 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 | 001 |
| 25 26 | supporting department needs and business capabilities through engagem with county departments; | em |
| | | ~~ ~ |
| 27 28 | (((7)))(10) Performing other functions and executing such other powers as r be prescribed by ordinance or delegated by the executive; | IIay |
| 20 29 | (((8)))(11) The department's authority shall not extend to systems mandated | 4 |
| 30 | supplied, controlled, and supported by the federal or state government or | ۸, |
| 31 | ((a))an external public agency, except where there is a potential interface t | 'n |
| 32 | ((department managed))county equipment or network, in which case the | |
| 33 | department shall be consulted in a timely manner. | |
| 34 | , and a second s | |
| 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 | |
| 1 2 | chapter consistent with applicable laws. The director shall provide ((the BAC | |
| 1 3 | with))departments a reasonable opportunity to review and comment on all rules | 3 |
| 14 | and regulations prior to their adoption | |

| 1 2 | Section 5. Snohomish County Code Chapter 2.350.065, adopted by Ordinance 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))) <u>(2)</u> 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 | (((2)))(4) For each strategic area, a set of ((atrategic)) business driven objectives |
| 2627 | (((2)))(4) For each strategic area, a set of ((strategic))business-driven objectives with descriptions and ((desired outcomes))success measures; and |
| 28 | with descriptions and ((desired outcomes)) <u>success measures</u> , and |
| 29 | (((3)))(5) For each ((strategic objective))set of business-driven objectives, the |
| 30 | intended approach to achieve the desired outcomes. |
| 31 | interface approach to achieve the accirca outcomes. |
| 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)) <u>report</u> 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 |

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

- (b) A "status of IT ((projects" element that includes the scope, schedule, budget, priority, and status for each non-routine project that was listed in the prior annual information services plan and not completed, or is scheduled to commence during the next 12-month period))strategies" that provides updates on progress against the strategic plan elements;
- (c) A "technology replacement program" element that provides a recommended scope, schedule, budget, funding source, and priority for the replacement and maintenance of the county's technology systems; and
- (d) A "financing plan" element that includes:
- (i) five-year financial projections for the information services fund (fund 505) created by SCC 4.114.010 and the data processing capital improvement fund (fund 315) created by SCC 4.66.010 in the standard county five-year projection format, updated as of May 1st; and
- (ii) a table showing the amount and proposed allocations of resources of the data processing capital improvement fund (fund 315), including the most recent year-end fund balance, proposed expenditures, and expected year-end fund balance. The table must also include expenditures required for replacement of critical systems and actual or expected project completion dates.
- (2) The information ((services plan))technology report shall be submitted to the executive with the annual budget estimates provided for in SCC 4.26.030. It shall cover the period from January 1st of the next fiscal year and the ensuing 12-month period. The priorities in the ((plan))report may be changed during the budget preparation process. Upon adoption of the budget the ((executive))director shall notify the ((director))executive of any changes that must be made to the ((plan))report to be consistent with the adopted budget, and the appropriations that will be available to support the ((plan))report. The director shall publish a record of such changes with appropriate supporting documentation and shall furnish to the executive, council and all affected county departments a copy thereof.
- (((3) Prior to submitting the information services plan to the county executive pursuant to this section, the director shall solicit input on the plan from the BAC. By April 30th of each year the director shall submit a proposed information services plan to the BAC for review and comment. The BAC shall consider the proposed plan and recommend such revisions or additional work as it deems appropriate. Upon submission of the plan to the county executive, the director shall provide a report to the BAC of any recommendations that are not implemented and the reasons for not implementing them.))

<u>Section 7.</u> Snohomish County Code Chapter 2.350.075, last amended by Ordinance No. 16-079 on October 19, 2016, is amended to read:

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2.350.075 Information ((services))technology catalog.

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

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

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2.350.080 ((Director to review))Review of contracts related to information ((services))technology.

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

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

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2.350.090 Review procedures.

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

to the concurrence of the executive, required equipment, systems, programs and 1 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 factors determining the decision. ((Documentation when possible or necessary 6 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 (2) Snohomish County Code Chapter 2.350.120, last amended by Ordinance No. 15 16-079 on October 19, 2016; 16 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 No. 19-013 on May 8, 2019; 28 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. 16-079 on October 19, 2016. 37 38 39 Section 11. Snohomish County Code Chapter 2.350.200, last amended by Ordinance No. 16-079 on October 19, 2016, is amended to read: 40 41 2.350.200 Rates and charges. 42 43 (1) To promote equity and transparency in the allocation of costs associated with 44 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

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

- (2) The budget for any fiscal year or biennium adopted pursuant to chapter 4.26 SCC shall allocate costs for information technology and services among county departments in accordance with the most recent cost allocation model approved by the county council. An approved cost allocation model shall take effect as directed by the council and remain in effect until rescinded or replaced. Council approval of a cost allocation model is an administrative act and may be taken by motion.
- (3) Charges for information technology and services provided to public agencies will be negotiated by the department and approved by the executive and council through contracts with those public agencies. The director is authorized to establish and change as appropriate a table of charges for services provided for on demand services to cash-on-delivery customers, which charges shall be based upon actual cost of providing the service or as authorized by law.

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

2.350.300 Information technology governance model.

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

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

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

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

PROPOSED

| 1 2 | 2 county departments | | | | |
|-------------|--|--|--|--|--|
| 3 4 5 | Section 13. A new section is added to Chapter 2.350 of the Snohomish County | | | | |
| 5 6 7 | | rainat aommunication | | | |
| 8 | 2.350.310 Governance and pr | oject communication. | | | |
| 9 10 | | arity on what information technology projects are at the overall set of county department projects | | | |
| 11 12 | and priorities are, the department shall hold regular business reviews with the appropriate stakeholder groups. At the director's discretion, these reviews may | | | | |
| 13 14 | be focused on high level strategies with stakeholders and the executive, or more detailed operational update for the specific impact of projects focused on a single | | | | |
| 15 16 | or smaller group of county departments. | | | | |
| 17 18 | Section 14. Effective Date. This ordinance takes effect 10 days after it is signed 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 rem | ainder 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 | CNIC | OHOMISH COUNTY COUNCIL | | | |
| 27 | | phomish County, Washington | | | |
| 28 | Silo | mornish County, washington | | | |
| 29 | | | | | |
| 30 | Cha | airperson | | | |
| 31 | | | | | |
| 32 | | | | | |
| 33 | ATTEST: | | | | |
| 34 | | | | | |
| 35 36 | 5 Asst. Clerk of the Council | | | | |
| 37 | () 10000/50 | | | | |
| 38 | () APPROVED | | | | |
| 39 | () EMERGENCY | | | | |
| 40 | () VETOED | DATE | | | |
| 41 42 | | DATE: | | | |
| 43 | | | | | |
| 44 | | | | | |
| 45 | | County Executive | | | |
| 46 | | | | | |

PROPOSED

| 1 | ATTEST: |
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| 5 | |
| 6 | |
| 7 | Approved as to form only: |
| 8 | |
| 9 | /s/ Rebecca Wendling 2.15.22 |
| 10 | Deputy Prosecuting Attorney |
| 11 | |
| 12 | |
| 12 | |