

1 FILE NO. 468

PROPOSAL NO. R2004-79

2 Sponsored by: Councilmember Harold Moss

3 Requested by: County Council

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5 **RESOLUTION NO. R2004-79**

6

7 **A RESOLUTION OF THE PIERCE COUNTY COUNCIL ADOPTING THE "PIERCE**  
8 **COUNTY COUNCIL STRATEGIC INFORMATION TECHNOLOGY**  
9 **PLAN"; AND REQUIRING AN UPDATE OF THE PLAN EVERY TWO**  
10 **YEARS.**

11

12 WHEREAS, The Pierce County Council (Council) passed Resolution  
13 No. R94-133, adopting the Pierce County Strategic Information  
14 Technology Plan, Phase 1, to help prepare Pierce County to meet the  
15 opportunities of the information superhighway; and

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17 WHEREAS, The Council passed Resolution No. R96-165, adopting  
18 the Pierce County Council Strategic Information Technology Plan,  
19 Phase 2, dated November 1996; and

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21 WHEREAS, The Strategic Information Technology Plan, Phase 2,  
22 contained a Strategic Information Technology Plan specifically for  
23 the Council; and

24

25 WHEREAS, The Council's Strategic Information Technology Plan  
26 was updated in March 1998 to provide direction for future  
27 implementation of technology in the Council Office; and

JUL 19 2004

JUL 19 2004

DISTRIBUTION:

JOHN LADENBURG, EXECUTIVE

COUNCIL MEMBERS

COUNCIL STAFF

INFORMATION SERVICES:

MICHAEL PAWELEK

LEW SELLARS

LIBRARY

MUNICIPAL RESEARCH & SERVICES CENTER/yes  no

LAW LIBRARY

STATE EXAMINER

BOOK

7.14.04 APS  
Date/initials

1           WHEREAS, The Council passed Resolution No. R2000-97, adopting  
2 the Pierce County Council Strategic Information Technology Plan in  
3 August 2000; and  
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5           WHEREAS, The Council passed Resolution No. R2002-109, adopting  
6 an update to the Pierce County Council Strategic Information  
7 Technology Plan in November 2002; and  
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9           WHEREAS, The Council's Strategic Information Technology Plan  
10 is an ongoing plan which needs to be updated every two years to  
11 address changes in the Council Office, and to incorporate changes  
12 in the technology industry and products; NOW, THEREFORE,  
13

14           BE IT RESOLVED by the Council of Pierce County:  
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16           Section 1. The Pierce County Council hereby adopts the "Pierce  
17 County Council Strategic Information Technology Plan," which is  
18 attached hereto as Exhibit "A" and incorporated herein by  
19 reference.  
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1        Section 2. The Council Administrator of Legal and Operations  
2 is hereby directed to initiate an update of this Plan by August  
3 2006, and every two years thereafter.

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5        ADOPTED this 6<sup>th</sup> day of July, 2004.

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7  
8 ATTEST:

PIERCE COUNTY COUNCIL  
PIERCE COUNTY, Washington

9  
10 Denise D. Johnson  
Denise D. Johnson  
Clerk of the Council

Harold Moss  
Councilmember Harold Moss  
Council Chair

11  
12 Approved As To Form Only:

13 [Signature]  
14 Deputy Prosecuting Attorney



*Pierce County Council*  
*Strategic Information*  
*Technology Plan*

Shawn Bunney, District 1  
Calvin Goings, District 2  
Kevin Wimsett, District 3  
Harold Moss, District 4  
Barbara Gelman, District 5  
Dick Muri, District 6  
Terry Lee, District 7

## **Acknowledgements**

The Council's Strategic Information Technology Plan could not have been compiled without the help of the following participants. Thank you for your participation.

### Council Staff:

- Mardy Fairchild
- Hugh Taylor
- Leslie Swalley
- Tom Weber
- Kate Kennedy

### Information Services Staff:

- Michael Pawelak

***Quote: "One of the most critical components of the legislative process is communication between our office and the constituents we represent. We want that communication to be accurate and timely. Our ever-advancing computer technology has been a tremendous asset in improving our communication and helping us get more information about county government to our citizens."***

***Harold Moss, Pierce County Council Chair***

## **The Council Strategic Information Technology Plan**

The Plan identifies the influences and issues relative to the Council's climate and culture and their ability to conduct the business of the County. These factors might be political influences, changes in regulations, legal influences, changes in the industry, economic factors, or citizen demands for increased services. The following plan deals with these issues in three broad categories, 1.) Critical Changes, 2.) Opportunities and Constraints, and 3.) Technology Inventory (applications, hardware, and skills).

**Quote:** *"Keeping Pierce County government current in technology encourages open communication with our citizens. The popularity of e-mail increases the likelihood that an individual will contact his Councilmember with concerns, and it allows for timely responses and the ability to provide a wide variety of requested information."*  
*Terry Lee, Pierce County Councilmember*

### **Critical Challenges**

#### **1. Communication with the Public**

Communication with the public is a critical challenge for the Council. It is important to be able to respond quickly, competently, and efficiently to public inquiries and to keep the public informed on issues which affect them.

#### **2. Communication with Other Branches, Agencies, and Governments**

Effective and efficient communication is critical to the Council's success. Communications are not limited to voice and mail, but also include access to vital County data held by County departments, branches, and agencies.

#### **3. Communication within the Council Organization**

Communication within the Council organization should not be overlooked. The Council needs to be able to communicate effectively within itself to coordinate and address important issues in a cohesive manner.

**Quote: "Technology opens doors between our Council Office and our constituents. This provides for easier access to their elected officials, which is crucial in a democracy."**

***Kevin Wimsett, Pierce County Councilmember***

## **Opportunities**

### **1. Opportunities - Communication Technologies**

Communication technologies provide an exciting opportunity for the Council to improve communications internally and externally. The communications potential through Rainier Communications Commission (RCC) and the Internet provide an opportunity for the County to improve communications with the public.

Thanks to the Rainier Communications Commission, the Council Chambers will soon be equipped with a new, state-of-the-art, ADA compliant media center and new audio system in the Council Chambers. The Council Office also has a TDD in the reception area, greatly enhancing the ability for citizens in Pierce County to communicate with the Council.

### **2. Opportunity - Improved Efficiency Through use of Technology**

Technology provides the County with an opportunity to deliver more service utilizing fewer people. Technology can make it easier to access County data. It can also improve the Council's ability to respond to questions from the public.

### **3. Opportunity - Growing use of the Intranet and Internet**

There are new opportunities internally with the Intranet and externally with the Internet that provide a wide range of options for two-way communications. We have a Council home page on the County's Internet Site. Opportunities exist to better communicate by expanding our use of this technology.

### **4. Opportunity – Addition of *AccessLine* Telephone Information Services**

In February 2002, Pierce County launched a new telephone service called *AccessLine*. This service gives citizens 24 hour access to recorded information messages when the corresponding four-digit access codes are dialed. For citizens who do not have access to the Internet, *AccessLine* will offer information and fax-on-demand copies of agendas, meeting schedule, and other documents via the telephone line.

## **Constraints**

### **1. Constraint - Fiscal, our Inability to Fund New Technology**

Equipment replacement and implementation of new technology could be delayed due to budget constraints.

### **2. Constraint - Resistance to Change**

In spite of our wide-spread and growing use of technology, there is still some resistance to change.

### **3. Constraint - The fast pace at which technology changes**

The fast-paced changes of the technology upon which we have come to rely and its related learning curves, financial impacts, conversion and transition issues constrain us. The Council must meet and keep pace with County standards to maintain compatibility with the rest of the County.

***Quote: "The Strategic Information Technology Plan enables Pierce County to continue moving forward technologically in an organized and cost-effective manner. This approach helps keep the County's focus on improving communications with constituents while using technology to enhance the productivity of our employees."***

***Shawn Bunney, Pierce County Councilmember***

**Quote:** *“The use of technology to communicate with our constituents will enable us to accomplish two positive things: Increased communication at much lower cost, resulting in government decisions built on better consensus with an informed public.”*

***Dick Muri, Pierce County Councilmember***

## **Influences**

The Council's Strategic Information Technology Action Plan is developed based on the following influences:

- Legislative: Mandates, statutes, County policies.
- Resources: Financial, technical, and human.
- Demographic trends.
- Technology development.
- Operational needs.
- Client needs and expectations.

**Quote:** *“Technology is the great equalizer, it ensures equal access to County government and services to all citizens.”*

***Calvin Goings, Pierce County Councilmember***

## **Mission and Visions**

### **Mission**

The mission of the Council Office Strategic Information Technology Plan is to establish direction for the implementation and utilization of technology to enable communication with and improved service to the public.

### **Visions**

- Vision 1     Maintain an efficient, reliable, and effective computing infrastructure which enables quick and accurate communication internally with County departments and other agencies and externally with the public, other branches of government, and other governmental agencies.
- Vision 2     Provide access to departmental data and services.
- Vision 3     Insure an ability to communicate effectively internally and externally with the public.
- Vision 4     Insist on competence in the use of current technology to better perform our tasks.
- Vision 5     Provide the ability to function at varying locations and to access data systems remotely.
- Vision 6     Explore potential new uses of technology.
- Vision 7     Provide ability to cablecast all Council and Committee meetings.
- Vision 8     Use the Rainier Communications Commission (RCC) resources to maximize public education on Council and District issues.
- Vision 9     Remain open to change.

## Goals and Action Plan

### Goal 1 Enhance and Maintain Computing Infrastructure.

#### Objectives:

- Enhance and maintain Local Area Network
- Enhance and maintain Computers and Related Hardware
- Enhance and maintain Desktop Software
- Enhance and maintain Print Capabilities
- Enhance and maintain *CityViews* Server
- Enhance and maintain Telecommunications Services

#### Year 2004:

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
1.1	Replace 1/3 of the oldest computers (approx. \$14,000)	1 <sup>st</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time & budget	14 of the oldest computers have been replaced
1.2	Replace one of the oldest laser printer (approx. \$2,000)	4 <sup>th</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time & budget	Printer is at least 12 years old is, failing, and new parts are scarce.
1.3	Replace or upgrade oldest laptop (COU090)	1 <sup>st</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time & budget	Upgraded checkout laptop w/ COU122
1.4	Upgrade entire office to WORD XP and totally eliminate WordPerfect on all workstations	4 <sup>th</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time	All new PCs come with XP older PCs will have XP installed
1.5	Replace LitePro Video Unit (approx. \$9,000)	3 <sup>rd</sup> quarter	Rainier Communications Commission & PCNS (Pawelak)	RCC budget & staff	New plasma screen, media center, & new audio system paid for by RCC

**Goal 1 Enhance and Maintain Computing Infrastructure.**  
**Objectives (cont'd):**

**Year 2004:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
1.6	Enable scanning capability of large copier - Konica <i>ScanTrip</i> required (\$496) PDF (Portable Document Format) & OCR (Optical Character Recognition) capability	2 <sup>nd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Budget & staff time	Medley, Johnson, Fairchild, Face, Beason, & Taylor have PDF ability
1.7	Upgrade NT <i>CityViews</i> Server	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Budget & staff time	Current <i>CityViews</i> server is Windows NT and soon will not be supported by IS
1.8	Change printer ports to defined IP (Internet Protocol) Address	2 <sup>nd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time	Printers are currently set up as print queues
1.9	Purchase a digital conference phone for Conference Room I (\$300 - \$800)	2 <sup>nd</sup> quarter	LAN Manager (Fairchild)	Staff time	We have to borrow a phone from the Telecommunications Dept.

**Year 2005:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
1.1	Replace 1/3 of the oldest computers with new model (approx. \$14,000)	1 <sup>st</sup> quarter each year	LAN Manager (Fairchild)& PCNS (Pawelak)	Budget & staff time	1/3 of office computers are at least 3 years old or older
1.2	Replace one of the oldest laser printers (approx. \$2,000)	4 <sup>th</sup> quarter of each year	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time & budget	Oldest printer is 6 years old (HP5Si)
1.3	Upgrade software as required & verify licenses (build into yearly budget)	Ongoing as needed	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time & budget	All programs up-to-date

**Goal 1 Enhance and Maintain Computing Infrastructure.  
Objectives (cont'd):**

**2005:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
1.4	Replace or Upgrade oldest laptop	1 <sup>st</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Budget & staff time	Oldest laptop is at least 4 years old or older
1.5	Acquisition of additional Wireless Access Points, if needed	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Budget & staff time	1 Access Point (with 5 ports), paid for by IS for Chambers. 5 laptops have wireless capability (1 for LitePro, 2 for Councilmembers & 2 for staff)
1.6	Acquisition of wireless laptops for Chambers (paperless packets)	2 <sup>nd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Budget & staff time	5 laptops have wireless capability (1 for LitePro, 2 for Councilmembers & 2 for staff)

**Goal 2 Enhance and Maintain Access to County Data and Services.**

**Objectives:**

- Enhance and maintain Access to GIS
- Enhance and maintain Access to Department Data and Services
- Enhance and maintain Access to Intranet

**Year 2004:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
2.1	Provide yearly Council briefing on technology	At least once a year	IS staff	IS staff	Brief overview of IS given at budget time
2.2	Evaluate expanded use of Intranet	Ongoing	Council Internet Committee (Kennedy, Fairchild, Taylor, Swalley, & Weber)	Staff time	Council web page static except for meeting & agenda schedules & Status of proposals
2.3	Encourage expanded use of GIS (CountyView)	Ongoing	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time	We have 3 concurrent licenses shared by 8 users (Graham, Taylor, Wilson, Rivera, Sherman, Pendle, Matthew, Willis)

**Goal 2 Enhance and Maintain Access to County Data and Services. (cont'd)**

**Year 2005:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
2.1	Provide periodic Council briefings on technology	At least once a year	LAN Manager (Fairchild)& PCNS (Pawelak)	Information Services staff	Brief overview of IS given at budget time
2.2	Add an additional license for CountyView, if needed (GIS mapping)	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time & budget	We have 3 concurrent licenses shared by 8 users

### Goal 3 Enhance Communications Internally and Externally

#### Objectives:

- Enhance Council's presence on Pierce County Internet Site
- Utilize Intranet/Internet and the Pierce County Internet Site for Information Distribution
- Enhance the effectiveness and efficiency of cable communication services
- Support remote access capabilities for staff
- Enhance and maintain Council Web Page

#### Year 2004:

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
3.1	Expand Council's presence on front page of the County's Internet site	2 <sup>nd</sup> quarter	Councilmembers	Councilmember & staff time	Currently Council is listed under County Departments & Offices
3.2	Investigate expanding the internal use of <i>CityViews</i> as a research tool for Code, proposals, etc.	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time	<i>CityViews</i> is used for indexing minutes only
3.3	Investigate on-line legislative action tracking (Exec. Office putting passed legislation into Edocs)	2 <sup>nd</sup> quarter	Fairchild, Pawelak, & Gross	Staff time	<i>Status.doc</i> and <i>Tracker.doc</i> are used to track legislation. Both are WORD files.
3.4	Add the ability for citizens to insert their name into an on-line "Interested Party" list on the Council's web page	3 <sup>rd</sup> quarter	Kennedy, Fairchild, Pawelak, Gross, & Swalley	Staff time	Nonexistent
3.5	Put full text of current Council Agenda proposals up for final adoption on the Web in PDF format	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff person assigned to weekly add & delete proposals	Weekly Council Agenda.& Meeting Schedule listing proposals titles are on Web
3.6	Add on-line roll call vote from latest Council Meeting action	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff person assigned to add & delete roll calls	No roll call information available on web

**Goal 3 Enhance Communications Internally and Externally (cont'd)**

**Year 2004:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
3.7	Investigate possibility of adding full text of weekly pending committee proposals on the web	4 <sup>th</sup> quarter	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff person assigned to add & delete proposals	Only titles listed on weekly Meeting Schedule
3.8	Continue Council participation on County Internet Site Core Team	Ongoing	Staff person assigned	Staff time	Mardy Fairchild is currently on committee
3.9	Provide ability for remote access via Security Dynamics Remote Authentication (KeyFobs)	Ongoing	LAN Manager (Fairchild)	Staff time & KeyFob from IS	Key Fobs assigned to: Fairchild, Taylor, Schultz, Bunney, Face, Goings, Graham, Lee, Johnson, Long, Matthew, Willis & Kennedy
3.10	Enhance communication with Council employees regarding available technology	Ongoing	LAN Manager (Fairchild)	Staff time	Little information provided to staff

**Goal 3 Enhance Communications Internally and Externally (cont'd)**

**Year 2005:**

ID	Planned Activity (not in priority order)	Target Date	Responsibility	Resources Required	Current Status
3.1	Continue Council participation in the Pierce County Internet Site Team	Ongoing	Staff person needs to be assigned	Staff time	Mardy Fairchild is currently on committee
3.2	Continue to expand Council Web Page & Council presence on the Pierce County Internet Site	Ongoing	M. Fairchild H. Taylor L. Swalley T. Weber K.Kennedy	Councilmember & staff time	Web Page established and updated as needed.
3.3	Work with Rainier Communications Commission to enable remote cable casts of meetings	1 <sup>st</sup> quarter	Councilmembers	Councilmembers' time	No live remote available - only tapes of remote meetings
3.4	Continue open communication with employees about technology	Ongoing	LAN Manager (Fairchild)	Staff time	Build on existing communication

**Goal 4 Provide Technology Training.**

**Objectives:**

- Promote technology training among staff
- Provide customized training where appropriate

**Year 2004:**

<b>ID</b>	<b>Planned Activity (not in priority order)</b>	<b>Target Date</b>	<b>Responsibility</b>	<b>Resources Required</b>	<b>Current Status</b>
4.1	Provide refresher CountyView (GIS) training	Ongoing	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time	Provided only upon request
4.2	Provide POPS training (especially for Expense Claims)	2 <sup>nd</sup> quarter	Operations Clerks	Staff time	B&F provided initial training
4.3	Provide training for remote access (WebMail, PCAnywhere, etc)	3 <sup>rd</sup> quarter	LAN Manager (Fairchild)	Staff time	Provided only upon request
4.4	Provide Adobe Acrobat and ICE training for Web enhancement & maintenance	3 <sup>rd</sup> quarter	LAN Manager (Fairchild) & PCNS (Pawelak)	Staff time	Provided only as needed
4.5	Provide training on Konica scanner	3 <sup>rd</sup> quarter	LAN Manager (Fairchild) & Konica staff	Staff time & budget	ScanTrip (\$496) required

**Goal 4 Provide Technology Training. (cont'd)**

**Year 2005:**

<b>ID</b>	<b>Planned Activity (not in priority order)</b>	<b>Target Date</b>	<b>Responsibility</b>	<b>Resources Required</b>	<b>Current Status</b>
4.1	Provide refresher <i>CountyView</i> (GIS) training	Ongoing	LAN Manager (Fairchild)& PCNS (Pawelak)	Staff time	Provided only upon request
4.2	Provide refresher POPS training	Ongoing	Operations Clerks	Staff time	Provided upon request
4.3	Provide refresher remote access training	Ongoing	LAN Manager (Fairchild)	Staff time	Provided upon request
4.4	Provide Wireless Access training	1 <sup>st</sup> quarter	LAN Manager (Fairchild) & PCNS (Pawelak)	Staff time, Wireless Remote & Laptop	Limited to purchase of wireless laptops
4.5	Training on new technology (Edocs, Legislative Tracking, etc)	2 <sup>nd</sup> quarter	LAN Manager (Fairchild), & PCNS (Pawelak)	Budget & staff time	Need software for Legislative Tracking & Edocs completion by Exec's Office

**Goal 5 Explore Ways to Reduce Operational Costs Through Technology.**

**Objective:**

- Promote changing legislation electronic publication of legal notices
- Enhance e-mail as an alternative for routing mailings
- Encourage everyone to participate in finding ways to reduce costs

**Year 2004:**

ID	Planned Activity	Target Date	Responsibility	Resources Required	Current Status
5.1	Enhance use of email for routing notices of meetings	Ongoing	Council & Committee Clerks	Staff time	Limited use of email system for meeting notification
5.2	Lobby Legislature to allow use of electronic publication for all required legal notices	1 <sup>st</sup> quarter	Government Relations (Walk) & Council Members	New legislation	Legal notices must be posted in local newspaper per bid
5.3	Finalize creation & distribution of Electronic Data Sheet	2 <sup>nd</sup> quarter	LAN Manager (Fairchild), PCNS (Pawelak) & Graham	Staff time	Draft Electronic Data Sheet created & feedback requested
5.4	Request staff input on ways to reduce operational costs through use of technology	Ongoing	LAN Manager (Fairchild)	Survey or suggestion box	Staff not asked for ideas
5.5	Subscribe to TNT Archive Service (100 articles per month) (Approx. \$10 per month)	1 <sup>st</sup> quarter	Operations Clerk (McKay)	Budget & staff time	Not receiving subscription service
5.6	Acquire CD burner & duplicator to provide CDs instead of paper copies of legislation	2 <sup>nd</sup> quarter	Assigned staff to make & duplicate CDs	Budget & staff time	No duplicator available
5.3	Investigate ways to respond to citizens requests via email - (via SMTP Gateway <i>ListServ</i> )	Ongoing	IS staff, & LAN Manager (Fairchild)	Budget & Staff time	Little use of email system for citizen correspondence

**Goal 5 Explore Ways to Reduce Operational Costs Through Technology (cont'd)**

**Year 2005:**

ID	Planned Activity	Target Date	Responsibility	Resources Required	Current Status
5.1	Request staff input on ways to reduce operational costs through use of technology	Ongoing	LAN Manager (Fairchild)	Survey or suggestion box	Staff asked for suggestions
5.2	Improve citizen email communication	Ongoing	LAN Manager (Fairchild), PCNS (Pawelak) & Graham	Staff time	<i>List Serv</i> services (or equivalent) established in 2004
5.3	Continue subscribing to TNT Archive Service (100 articles per month) (Approx. \$10 per month)	1 <sup>st</sup> quarter	Operations Clerk (McKay)	Budget & staff time	Started subscription service in 2004

