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SNOHOMISH COUNTY  
EXECUTIVE OFFICE

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COUNTY COUNCIL  
Snohomish County, Washington

ORDINANCE NO. 88- 026

RELATING TO INFORMATION SYSTEMS AND TECHNICAL SERVICES  
AND THE DEPARTMENT OF INFORMATION SERVICES

BE IT ORDAINED:

Section 1. Snohomish County Code Chapter 2.300, adopted by Ordinance No. 82-026 on March 22, 1982, is repealed.

Section 2. The following new chapter is added to Title 2 of the Snohomish County Code:

Chapter 2.350  
DEPARTMENT OF INFORMATION SERVICES

Sections:

- 2.350.010 Purpose
- 2.350.015 Legislative Intent
- 2.350.020 Definitions
- 2.350.025 Department of Information Services Created
- 2.350.030 Authority and Functions
- 2.350.040 Appointment of the Director
- 2.350.050 Authority of the Director
- 2.350.060 Rule Making Authority
- 2.350.070 Information Services Plan
- 2.350.080 Director to Review Contracts
- 2.350.090 Review Procedures
- 2.350.100 Appealing Decisions of the Director
- 2.350.200 Charges
- 2.350.900 Severability

2.350.010 Purpose The purpose of this chapter is to establish and set forth the authority and functions of the Department of Information Services, which department was previously known as the Department of Information Systems and Technical Services.

2.350.015 Legislative Intent The department shall provide coordinated planning and management of county information services which support other county departments. It is recognized that information systems, telecommunications, equipment, software, and services must satisfy the needs of end users and that many appropriate and cost-effective alternatives exist for meeting these needs, such as shared mainframe computing, shared telecommunications services, local area networks, departmental minicomputers, and microcomputers.

It is the intent of this ordinance that:

- 1) Information be shared and administered in a coordinated manner, except when prevented by county department responsibilities for 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 sharing opportunities, and (c) to assist agencies in implementing such possibilities; and
- 4) The acquisition of equipment, proprietary software, and related services be coordinated and reviewed in order to insure conformity with county standards;
- 5) The county improve recruitment, training, and retention of professional staff; and
- 6) Plans, proposals, and acquisitions for information services be reviewed from a technical, financial and management perspective as part of the budget process.

**2.350.020 Definitions** The following definitions shall apply to terms used in this chapter, unless the context indicates otherwise:

- 1) *Council* means the Snohomish County Council.
- 2) *Executive* means the Snohomish County Executive.
- 3) *Department* means the department of information services.
- 4) *Director* means the director of the department of information services.
- 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.
- 6) *Information services* means information processing, telecommunications, and office automation.
- 7) *Equipment* means the machines, devices, and transmission facilities used in information processing, such as computers, word processors, terminals, telephones, and cables.
- 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.
- 10) *Backbone network* 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 lines, and any equipment and software components necessary for management and control of the backbone network.
- 11) *Purchased services* means services provided by a vendor to accomplish routine, continuing, and necessary functions.

This term includes, but is not limited to, services acquired for equipment maintenance and repair, operation of a physical plant, security, computer hardware and software installation and maintenance, data entry, keypunch services, programing services, training, consulting services and computer time-sharing.

12) *Support Services* are defined but not limited to the following:

(a) *Copy and Printing Services* means centralized photo copying and printing services for Snohomish county customers; and

(b) *Mail Service* means mail service for Snohomish county customers; and

(c) *Micrographic Records Management*. These services assist Snohomish county customers to provide for the proper control, production, disposition and retrieval of public records and reports in accordance with state archiving statutes. These services include surveying of records and planning for the conversion to microfilm, developing and enforcing standards for equipment and filming to assure acceptable film quality, the elimination or reduction of reports, replacing computer printed reports with computer-generated microfilm reports, and development of long-term management policies and procedures for records management.

13) *Public Agencies* means all state, municipal and quasi municipal corporations and political subdivisions, and all agencies of such corporations and subdivisions authorized to contract separately and/or defined in RCW 39.34.020 of the Interlocal Cooperation Act.

14) *County Department* means any Snohomish county office, executive department, board, commission or other organizational unit of the county.

15) *Cash-On-Delivery Customer* means any person, business or other group not defined in this chapter.

**2.350.025 Department of Information Services Created** The Department of Information Services is hereby created.

**2.350.030 Authority and Functions** The department shall provide for the planning, management, control, operation and use of information services, backbone network, telecommunications, information processing, equipment, purchased services, and proprietary software. The department shall provide administration of centralized support services for the county and may include, in addition, such procedures as will generally promote more efficient management and utilization of such services. The department's functions and responsibilities shall include the following functional areas:

(1) Management and operation of the county's centralized information systems and equipment and as appropriate the distributed network;

(2) Management and administration of the telecommunication system for county departments;

(3) Management and operation of support services for county departments;

(4) Review of equipment, proprietary software and purchased services acquisitions from outside sources by county departments;

(5) Provide for information services, information processing, proprietary software and purchased services as appropriate to county departments, public agencies and cash-on-delivery customers;

(6) Performing other functions and executing such other powers as may be prescribed by ordinance or delegated by the executive.

(7) The department's authority shall not extend to systems mandated, supplied, controlled and supported by the federal government or a public agency, except where there is a potential interface to department managed equipment, in which case the department shall be consulted in a timely manner.

**2.350.040 Appointment of the Director** The director shall be appointed by the executive with the advice and consent of a majority of the council. The director shall serve at the pleasure of the executive and shall be subject to the county exempt personnel system.

**2.350.050 Authority of the Director** The director shall manage and administer the activities of the department. The director may, upon delegation by the executive, execute contracts on behalf of the county to carry out the purposes of this chapter. The director shall appoint all officers and employees of the department in accordance with the rules of the county personnel system and exempt personnel system. The director may delegate functions, powers and duties to other officers and employees of the department as (s)he deems expedient to further the purpose of this chapter.

The director may create divisions and reassign positions and functions within the department; provided, that any budget changes required by such actions shall be in accordance with Snohomish County Code 4.26 and further provided, that personnel changes shall be made in conformance with the requirements of the county personnel system and exempt personnel system.

**2.350.060 Rule Making Authority** The director with the concurrence of the executive is authorized to adopt such rules and regulations as may be necessary to carry out the

provisions of this chapter consistent with applicable laws.

**2.350.070 Information Services Plan** The director shall prepare and submit a 30 month information services plan to the executive to be submitted with the annual budget to the council. This plan will outline all major requests for new services, and will have a recommended prioritization developed by the director. The director will develop a procedure to receive input for the plan from all county departments and to review the proposed plan with all county departments before it is submitted to the executive. The plan shall be submitted to the executive by May 31 of each year. It shall cover the period from July 1 of the current fiscal year and the ensuing 30 month period. It is anticipated that the priorities in the plan may be changed during the budget preparation process. Upon adoption of the budget the executive will notify the director of any changes that should be made to the plan, and the appropriations that will be available to support the plan. During the year the director is authorized to accept or to initiate requests to modify the information services plan by adding, changing or deleting projects and/or priorities. 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.

**2.350.080 Director to Review Contracts Related to Information Services** 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. Departmental 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; and training requirements for supporting staff.

**2.350.090 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 request in single contracts. 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 as comparative cost data and the ability of the department to respond to the specifics of a user's request.

**2.350.100 Appealing Decisions of the Director** If a county department disagrees with the decision of the director, and they still wish to pursue their action, they may appeal the director's decision to the executive. They should submit their original request, with the director's written response and their counter response to the executive. The executive may uphold or override the decision of the director.

**2.350.200 Charges** A billing rate plan shall be developed for a one-year period to coincide with the budgeting process. The county department rate plan and any adjustments to rates shall be approved by the executive. Charges for 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.

**2.350.900 Severability.** Should any section, subsection, paragraph, sentence clause or phrase of this chapter be declared unconstitutional or invalid for any reason, such decision shall not affect the validity of the remaining portions of this chapter.

Section 3. A new section is added to Chapter 3.04 of the Snohomish County Code to be codified as section 3.04.016 and to read as follows:

**3.04.016 Contracts for Information Equipment and Services** Purchases and contracts for information processing and information services equipment, proprietary software and purchased services shall be reviewed and approved by the department of information services in accordance with the provisions of Chapter 2.350 of the Snohomish County Code.

PASSED this 27<sup>th</sup> day of April, 1988.

SNOHOMISH COUNTY COUNCIL  
Snohomish County, Washington

ATTEST:

Sheila McCallister  
Clerk of the Council, *asst.*

Stanley Bartholomew  
Chairperson

Approved as to form:

[Signature]  
Deputy Prosecuting Attorney 3-10-88

- (  ) APPROVED
- (    ) VETOED
- (    ) EMERGENCY

DATE: 5/4/88

GARY WEIKEL  
Gary Weikel Executive Administrator  
County Executive

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