

King County: Enabling a smarter IT future by executing strategic initiatives on a single foundation

King County, Washington—home to more than two million residents and a wide mix of public services—runs on a centralized IT division that supports everything from healthcare to transit to an international airport. With so many moving parts, the county’s council relies on a four-year strategic IT plan that links big-picture goals to concrete objectives.

But tracking its initiatives was far less straightforward than it needed to be. Leaders struggled to get clear progress insights, and teams lacked a shared view of what mattered most. Spreadsheets lived in different places, updates went stale, and no one could be sure which version was the “real” one. The results were slower decisions, uneven accountability, and a planning process that felt more fragmented than forward-looking.



Clearing administrative gridlock in strategic IT oversight with SAP LeanIX solutions

Before: Challenges and opportunities

- Fragmented landscape of scattered spreadsheets, stale data, and an unclear source of truth
- Concerning blind spots that limited visibility into initiative status, ownership, and progress
- Cumbersome reporting, leading to slow, inconsistent updates for leaders, reviewers, and the public
- Promising momentum toward a vision of clarity and shared accountability in IT planning

Why SAP

- SAP LeanIX solutions to unify initiative tracking, improve visibility and accountability, and enable faster, clearer reporting
- Quality seal mechanism that keeps data fresh by prompting updates and flagging neglected initiatives
- Dashboards that give tailored, real-time views of progress, ownership, and priority focus areas
- Reports that visualize goals, surface risks, and track progress with heatmaps and timelines
- KPI tracking capability that highlights bottlenecks and supports balanced workloads and ownership

After: Value-driven results

- Improved alignment through a shared view of countywide goals and the initiatives driving them
- Stronger accountability with clearer visibility into ownership, expectations, progress, and risks
- Growing engagement and confidence across management through tailored dashboards and reporting
- Sharper prioritization by quickly identifying initiatives needing attention and advancing as planned

“The biggest improvement is **greater accountability**. With SAP LeanIX solutions, we walk into meetings already knowing what’s moving, what’s stuck, and what needs attention. We’re more connected to the work that matters to our constituents.”

Kenny Wynn, Enterprise Architect, King County

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Initiatives actively tracked

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Dashboards created for leaders and their departments