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**OnBase**  
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As state and local government employees, you face some tough IT obstacles. You have to build digital solutions to meet constituent demand, and design IT systems and architectures to support new services – all in an environment of tight budgets and limited staff. But by conquering these challenges, you can improve the community planning and decision making process in your neighborhoods.

Use our flow chart to figure out some strategies to improve community planning in your neighborhood.

# START!

Who are your community stakeholders?

Constituents | Non-profits | Business community | Civic organizations

Government employees

Do we know their needs?

NO — MAYBE — YES

That's all right!

Never hurts to do a re-fresh

Nice work!

Do we have buy-in for new technology adoption?

NO — YES

Don't worry, here are some ideas.

Awesome! Here are some more ideas.

Here are some suggestions:

- Use social media to directly reach constituents
- Host roundtables
- Solicit feedback at public meetings
- Email and marketing campaigns to learn more
- Use data from interactions with constituents

Tips to Get Buy-in:

- Show value of new IT (improved morale, better services, meets demand)
- Identify cost savings (better use of existing technology, process claims quicker, reduce paper, automate services)
- Meet demands of constituents (improved services to constituents, meet mission, build relationships, improve trust)

Great work! — YES

Have we mapped IT to meet community needs?

NO — No worries - keep moving to learn why you should

Can we deploy or update IT?



Cloud Strategy

YES — NO



Mobile Adoption

YES — NO



GIS Systems

YES — NO



ECM Solutions

YES — NO

Why you should:

- Improves data sharing
- Access to documents
- Scalable to meet storage needs
- Redundancy for resiliency

Why you should:

- Improved constituent engagement
- New delivery of services
- Helps field workers collect data more effectively

Why you should:

- Visualizes complex data
- Spots new patterns
- Improves decision making

Why you should:

- Reduces paper
- Transforms plan review with paperless plan submission and approval
- Automated tasks

- Document management for paperless plan review
- Cloud connects employees in field
- GIS leverages data collected from mobile and in documents
- Dashboards show important community indicators

YES

Is it integrated?

NO

Why it's important



Joe's day as a plan reviewer:

- He receives plans for review through a self-service portal (ECM)
- Plans are routed to reviewers in a transparent process (ECM)
- Reviewers consult locations, documents and request changes (GIS/ECM)
- Plans are resubmitted electronically and compared using tools to highlights changes (ECM)
- Plans are reviewed more quickly and submitters enjoyed reduced costs for their plan submissions



Jill's day as an inspector:

- She plans and locates inspections (GIS)
- She can instantly access permits, documents and complete electronic forms from her mobile device (Mobile /ECM)
- Her tablet is synced with her documents, which are in the cloud (Mobile / GIS / Cloud / ECM)
- She has more time to conduct and complete inspections
- Backlogs are eliminated and constituent satisfaction rises

The 4 Keys to Community Planning:

- Gather community input
- Deploy or modernize IT solutions
- Assess IT capabilities
- Measure your program effectiveness

What's The Impact?

**BETTER COMMUNITY PLANNING!**