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FUTURE POINT OF VIEW

The Risks & Rewards of Digital Municipalities

Scott Klososky

“In an era of blossoming digital potential for city leaders, the most difficult leadership task is letting go of the status quo”

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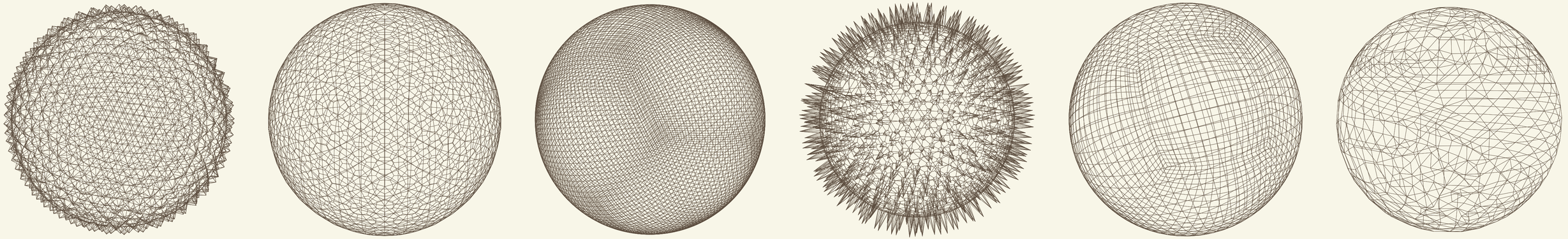
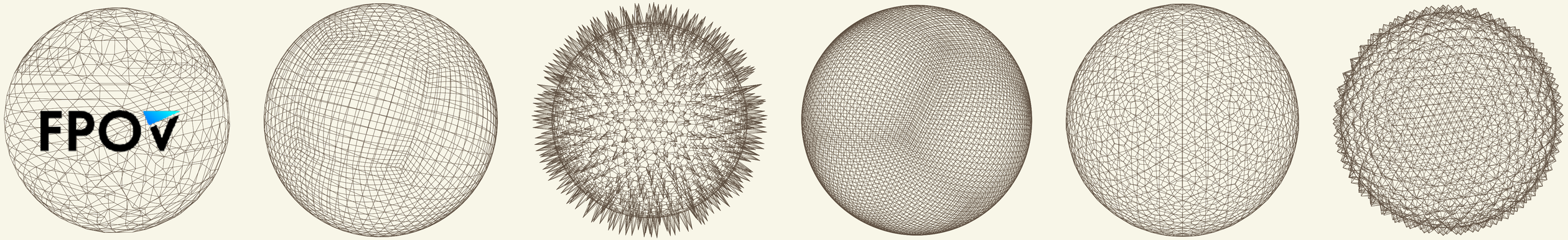


The Mesh: Smart Environments

Every city or town, regardless of size, is a mixture of technology enabled activities. Interacting with this environment are your employees and citizens.



Defining the Continuum of "Smart" Environments

Analog City

✓Physical Infrastructure,

xNo Broadband Connectivity, Communication, or Infrastructure

xNo Digital Delivery to Citizens

xNo Big Data

xNo Automation

Wired City

✓Has Broadband Connectivity, Communication, and Infrastructure for Users

xNo Big Data

xNo Automation

xNo Cross Department Integration

xNo Centralized Data

Digital City

✓Constituents Collecting Data Independently

✓Services Automating Independently

xNo Cross Constituent Integration

xNo Centralized Data

xPoor Data Analytics

Smart City

✓Centralized Data across all Constituents

✓Cross Constituent Integration

✓Big Data and Data Analytics

xCrowded Ecosystem of Mismatched Digital Tools

xData Analytics Not Providing All Value Possible

xLow Amount of Automation

Amplified City

✓Digital tools and strategies matched for the ecosystem

✓Strong and holistic 3 yr, 5 yr, and 10 yr planning

✓Big Data being used by Leaders to improve Quality of Life, Performance of the Building, and Sustainability

✓Right Balance of Automation and People to Provide Excellent Operation

✓Design and planning across the full range of economic, social, cultural, and environmental parameters

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What is Transforming?

HUMALOGY

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HUMAN TECHNOLOGY

HUMALOGY® SCALE

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MOSTLY MANUAL		PARTLY AUGMENTED			AUGMENTED			MOSTLY AUTONOMOUS	
H5	H4	H3	H2	H1	T1	T2	T3	T4	T5

AGRICULTURAL WEED CONTROL

Efficiency, Safety & ESG

REWARDS

TECHNOLOGY IS PROVIDING VALUABLE OPPORTUNITIES FOR ALL SIZES OF MUNICIPALITIES

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OPPORTUNITIES IN YOUR REACH

- Better investment of resources
- Using data for better decisions
- Automation benefits
- Improved operations
- Happier citizens
- Happier employees

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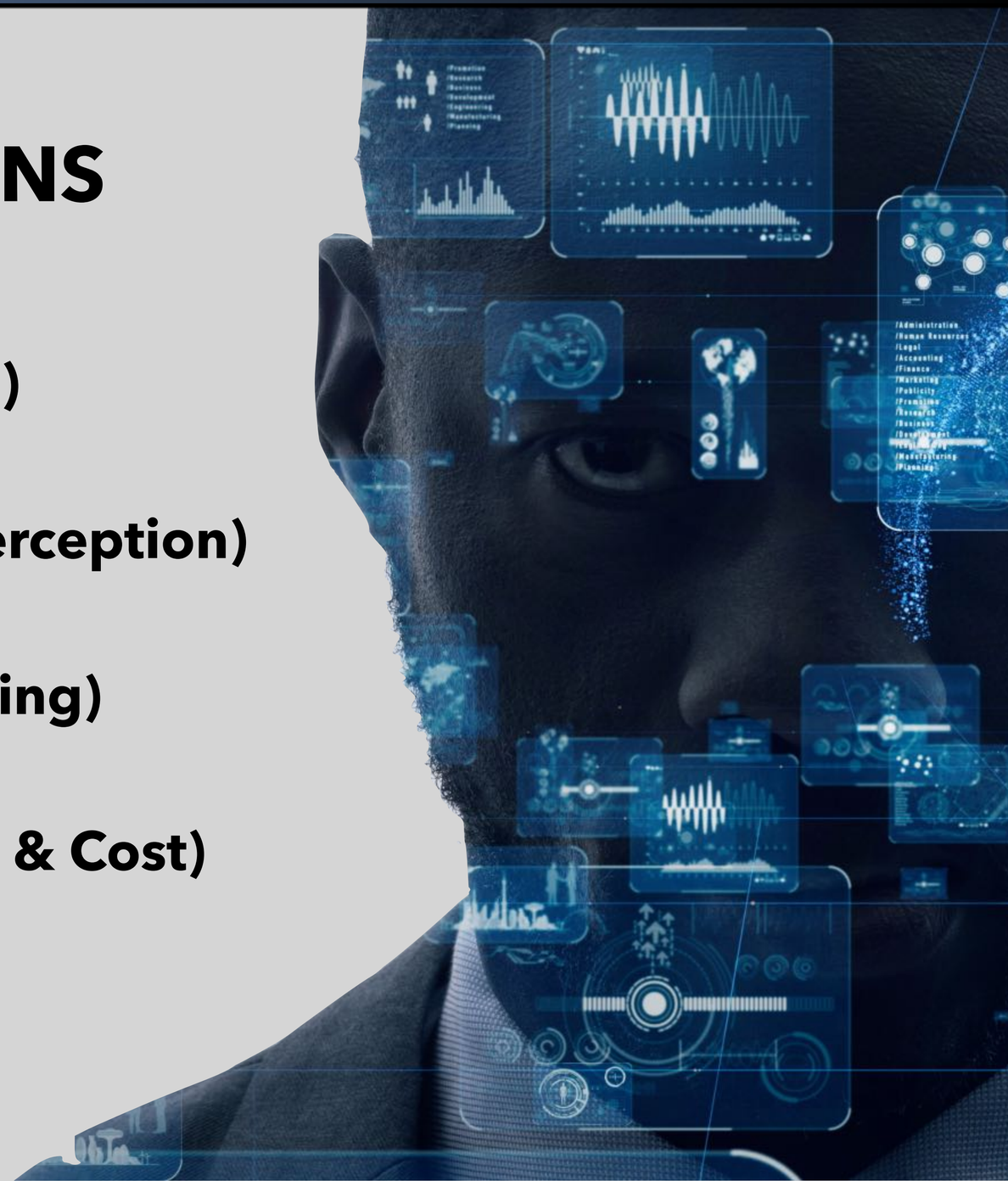
DIGITAL RISKS

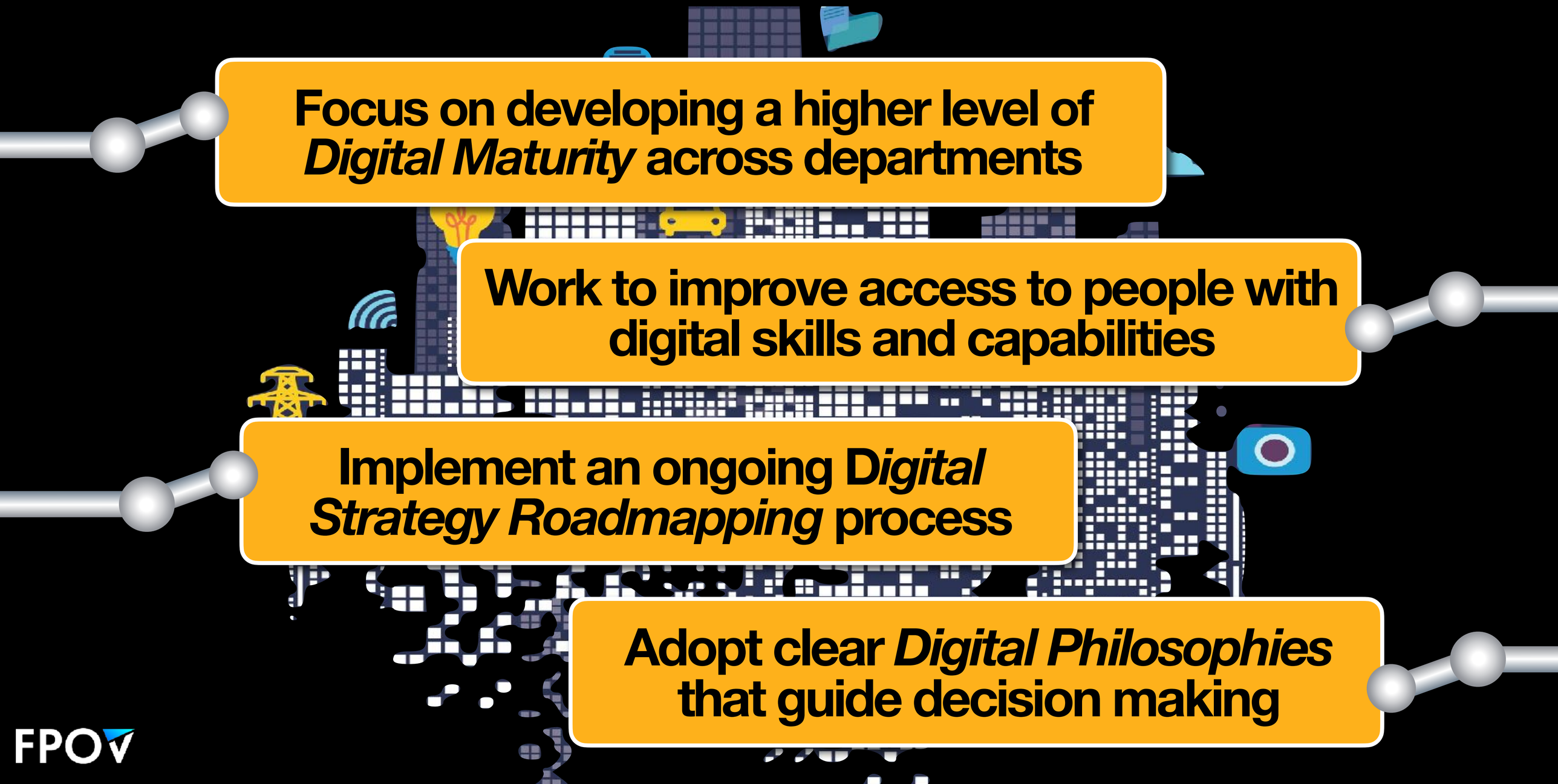
TECHNOLOGY BRINGS RISKS THAT MUST BE MITIGATED PROACTIVELY

STRATEGIZING RISK SOLUTIONS

- **Cybersecurity** (Financial & Disruption)
- **Innovation risk** (Financial & Citizen perception)
- **Complexity risk** (Training & Modernizing)
- **Technology dependence** (Resilience & Cost)
- **Downtime/outages** (Redundancy)



WHAT CAN YOUR MUNICIPALITY DO?



Focus on developing a higher level of *Digital Maturity* across departments

Work to improve access to people with digital skills and capabilities

Implement an ongoing D*igital Strategy Roadmapping* process

Adopt clear *Digital Philosophies* that guide decision making

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FPOV DIGITAL PHILOSOPHIES

High Beam Vision Wins - *Preemptive insights*

IT Decentralization - *Digital power to the people*

Optimized Humalogy Score - *Effective automation*

Skilled Digital Modernization - *Long term advantage*

- Buy before build, cloud first, build uniqueness
- Configure & Connect in house, avoid customization

Data Activation Focus - *Fact-based decision making*

Digital Halo from Citizens - *A noticeable difference*

A Digital Wellness Culture - *Employee care*

Wise Digital Investing - *Calculate the ROI*

Proactive Risk Control - *Cybersecurity & Innovation*

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WHAT EACH OF YOU CAN DO

IMPROVE YOUR RIVER OF INFORMATION TO INCLUDE MORE TECH

EXPAND YOUR DIGITAL THINKING & BE MORE HIGH BEAM

BE EXPERIMENTAL WITH USING TECHNOLOGY IN YOUR LIFE

GROW YOUR ABILITIES TO INSPIRE DIGITAL TRANSFORMATION IN OTHERS

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A DIGITAL LEGACY

- BUILT A DIGITAL FOUNDATION
- DEVELOPED A DIGITAL INVESTMENT MODEL
- IMPROVED DIGITAL GOVERNANCE
- A GREAT EXAMPLE FOR OTHERS

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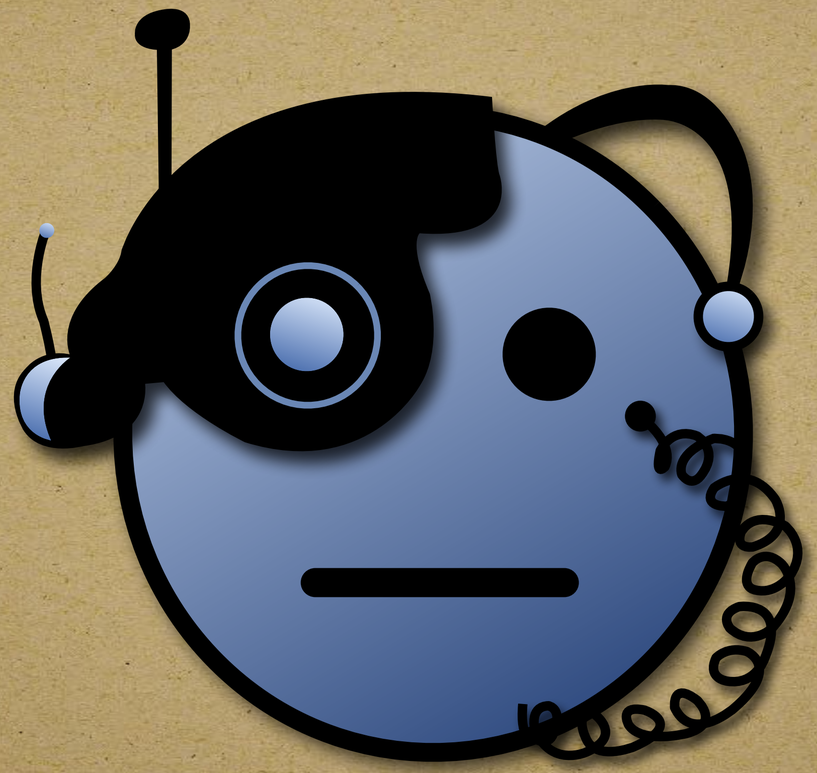

RESISTANCE
IS
FUTILE

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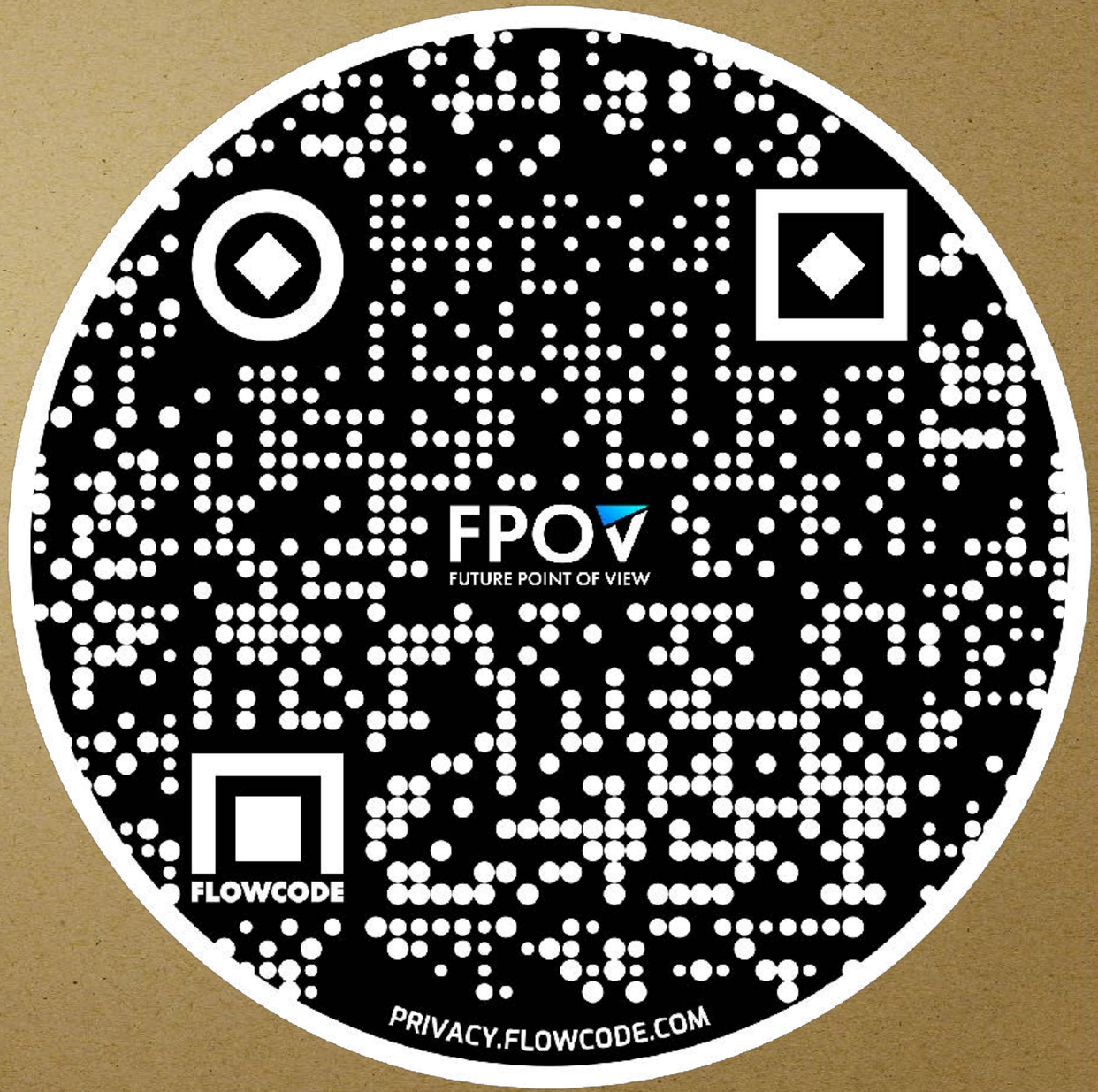

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