



SARASOTA COUNTY GOVERNMENT

Technological Applications

-Transforming Local Government



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Testing the concepts of regionalization through shared services

Benefits:

- Greater lower and frequently declining costs
- Sharing infrastructure and applications yields higher service levels at lower costs
- Increases organizational focus on service cost, service levels, service value, and competitiveness

How we did it:

By focusing on:

- Strong technical foundation
 - I-Net, Andersen, telecom, governance
- Building organizational performance and capacity, such as:
 - Project management
 - Process design
 - Job design
 - Organizational design
 - Measures
 - Communication
 - Asset management
 - Strategic plan

How we did it (continued):

- Building bridges and partnerships
 - Media
 - Product offerings
- Transforming the citizen relationship
 - County's Web site, scgov.net
 - Personalization

Benefits:

- **Improve service levels by simultaneously providing fuel to encourage sharing fixed costs and support services across public service organizations**

Application Service Provision

We have developed leading technologies in critical areas:

- Performance-base budgeting
- Performance management
- Internet site provision
- Application hosting
- Disaster recovery / Business contingency planning

Application Service Provision

Services are offered to other governments and not-for-profit organizations for:

- Cost of operations and maintenance of software
 - No profit motive exists
 - No attempt to recover past investments

Application Service Provision

Why?

- To force an ever declining per institution and per user cost by spreading the cost across increasing numbers of users.

Application Hosting

Disaster resistant data centers operating 24 / 7 is costly and unobtainable for many.

This leads to:

- Unstable technology
- Risky technology
- No technology at all

Application Hosting

Solution:

Sharing infrastructure

Why?

The incremental cost to host additional computers, applications, and connectivity declines as the number of systems hosted increases.

Who are our partners?

- City of Sarasota
- School Boards
- United Way
- Innovation Groups
- Not-for-profit groups

Disaster Recovery

Outages can and do occur in critical technology supporting government operations, particularly in coastal regions.

Through shared cost models we offer:

- Cold site capabilities
- Warm site capabilities, and
- Hot site capabilities

Remote Backup and Data Storage

We are equipped with:

- Connectivity and robotic backup equipment

Providing:

- Offsite backup and data storage options

Benefit:

- Protection against unexpected data loss

Leadership

Placing several fragmented silo-based technology teams into one organization has led to one organization with strong:

- Infrastructure
- Applications
- Processes and procedures

This resulted in:

- A substantial management team

Leadership

Benefits of transformation:

- Competitive organization
- Development of leadership skills
- Identifying and developing service and product opportunities to:
 - Design, construct, pilot, market, and support
 - Endorsement of our services and products by many customers works to “mute” the naysayers

Team Building

Teams with skills were developed based on each opportunity

Results:

- Enhanced spirits and energy level
- Greater productivity

In short, we are delivering competitive services effectively and we're good at it.

Service

Higher service levels at a lower cost

Results:

- Reinforced concept to seek innovative ways in doing business
- Enhanced reputation of the county for partnering

Learning

Focus on competition accelerated

Results:

- Importance of being highly available
- Importance of being highly stable
- Importance of being cost competitive

Practical Application

A collaboration of governments results in elevating government technology beyond the private sector.

Results:

- Elevating government technology beyond the private sector
- Powerful resources; strong technology

Innovation

This concept is a total departure from government as we have known it.

Results

The City of Tallahassee, and Leon and Monroe counties transformed their paper trail into a state of the art performance based management system with:

- no investment, and
- lower annual cost

Results

First Call for Help, associated with the United Way, and the Innovation Groups now has:

- 24 / 7 hosting
- 24 / 7 utility
- 24 / 7 connectivity
- higher service levels
- lower cost

Ongoing Initiatives

Sarasota County has just begun.

Our success encourages:

- More aggressive expansion
 - Actively pursuing partners
 - Products, and
 - Services



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