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”
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, Connectivity, Communication, and Infrastructure for Users
- x No Broadband Connectivity, Communication, or Infrastructure
- x No Digital Delivery to Citizens
- x No Big Data
- x No Automation

**Wired City**
- ✓ Has Broadband Connectivity, Communication, and Infrastructure for Users
- x No Cross Constituent Integration
- x No Centralized Data
- x No Big Data
- x No Automation

**Digital City**
- ✓ Constituents Collecting Data Independently
- ✓ Services Automating Independently
- x No Cross Constituent Integration
- x No Centralized Data
- x Poor Data Analytics

**Smart City**
- ✓ Centralized Data across all Constituents
- ✓ Cross Constituent Integration
- ✓ Big Data and Data Analytics
- x Crowded Ecosystem of Mismatched Digital Tools
- x Data Analytics Not Providing All Value Possible
- x Low 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
What is Transforming?
## HUMALOGY® SCALE

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**AGRICULTURAL WEED CONTROL**

![Images of agricultural equipment and manual labor]
REWARDS

TECHNOLOGY IS PROVIDING VALUABLE OPPORTUNITIES FOR ALL SIZES OF MUNICIPALITIES
OPPORTUNITIES IN YOUR REACH

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

Adopt clear Digital Philosophies that guide decision making
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
WHAT EACH OF YOU CAN DO

1. Improve your river of information to include more tech
2. Expand your digital thinking & be more high beam
3. Be experimental with using technology in your life
4. Grow your abilities to inspire digital transformation in others
A DIGITAL LEGACY

BUILT A DIGITAL FOUNDATION

DEVELOPED A DIGITAL INVESTMENT MODEL

IMPROVED DIGITAL GOVERNANCE

A GREAT EXAMPLE FOR OTHERS
RESISTANCE IS FUTILE