Housekeeping

Welcome to the webinar "**How to Bring User-Centered Design to Government Services**", we will begin at 12:00 ET.

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Questions

Take advantage by sending a note through chat.

Follow-up

Expect recap materials sent in a follow-up email.

For anything else, please email us: info@granicus.com

How to Bring User-Centered Design to Government Services

Granicus Webinar

October 9, 2019

Today's Speakers

Jake Sager

Director of Product Management

Jason Reis

Enterprise Executive

Megan Dotson

Moderator

Pressures of End-to-End Service & Request Management

Governments are challenged with balancing citizen expectations, employee productivity, and costs of IT modernization.

2/3
of employees estimate they could save 6+ hours every week by automating manual tasks

60%+
of citizens experience an issue while accessing online government services as they exist today — leading to more in-person visits and phone calls

89%
of IT budgets are expected to remain the same or increase minimally in 2020, despite need to modernize

Outdated Government Services

How has it affected you?

I spend **more time answering questions over the phone** than I do on my day to day tasks.

Replacing my existing systems will be too expensive, but we need a way to modernize and connect them.

I have no idea where this permit is in the approval process.

Citizens are always asking for a way to pay their bills online.

$

Over 5X More Expensive

By digitizing service delivery and management, you can **reduce costs over 560%.**

What if you could...

Reinvent citizen-to-government interactions?

✓ **Deliver** seamless online experiences to both your citizens and staff?

✓ **Save time & money** modernizing without replacing existing systems?

✓ **Eliminate the need** for in-person visits and spend less time manually managing citizen requests?

✓ **Generate revenue** more quickly as residents take advantage of online payments?

With govService you can…

Deliver an intuitive online citizen self-service experience & automate back-office operations to simplify management of inbound requests.

Shift to Digital Service Delivery

✓ Provide a seamless self-service experience to citizens and employees

✓ Publish and maintain dynamic, validating forms that allow citizens to request services, apply for jobs, and submit payments easily

Unify Existing Systems

✓ Choose from library of pre-built services, configurable to your organization's needs

✓ Leave current systems in place, integrating technologies without coding via out-of-the-box API's and connectors

Automate Task Management

✓ Receive, assign, and complete inbound requests automatically across multiple departments

✓ Manage tasks from start to finish with internal dashboards, while reducing errors and lowering costs

Increase Revenue & Lower Costs

✓ Promptly recognize revenue & streamline reconcilliation

✓ Reduce human error

✓ Reduce costly walk-ins

✓ Automate paper-based and time-consuming processes
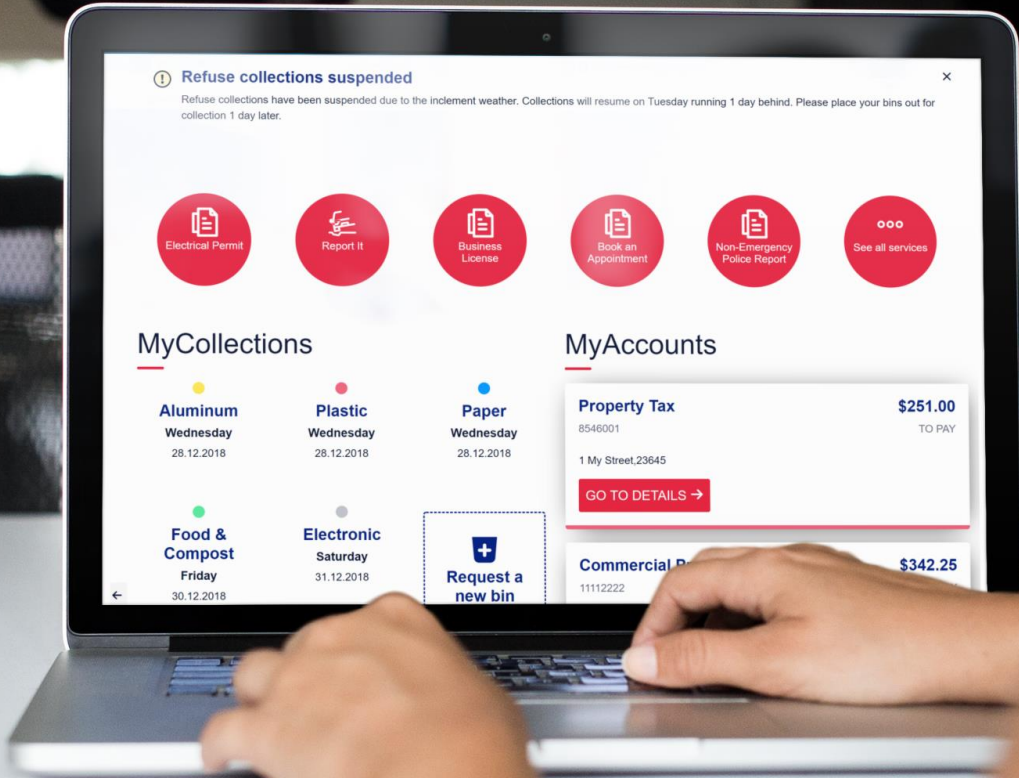
Transform
Interactions with Citizens

Create a one-stop-shop where citizens can access your services securely, view transaction history, and receive status updates – with a single sign-on.

85%
Reduction in walk-ins

Transition to online options and spend less time answering simple requests
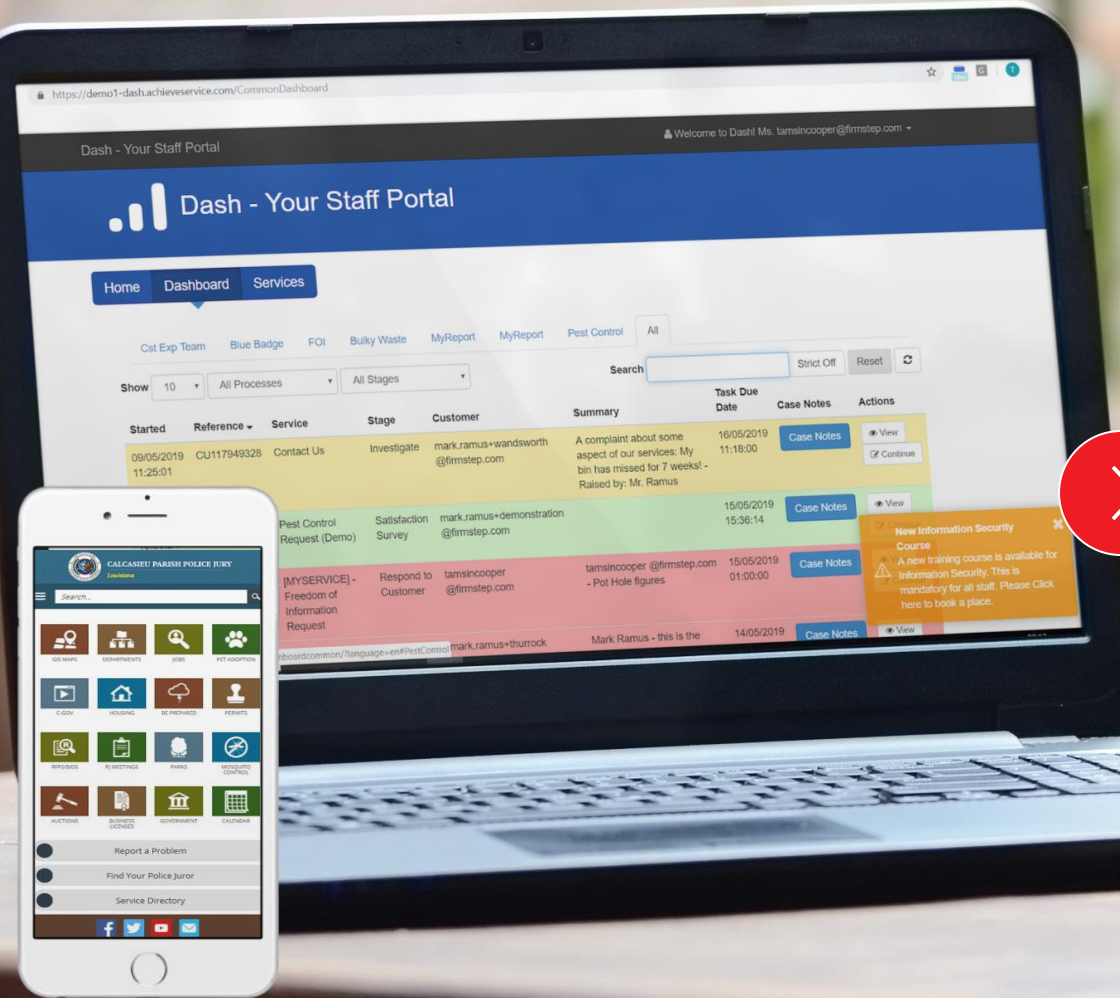
Case Management
for Staff

Speed up service delivery and monitor progress across various departments through comprehensive internal dashboards – **reducing processing costs by up to 98%.**

Benefits

✓ Task routing across teams & departments

✓ Customizable permissions, actions & staff views
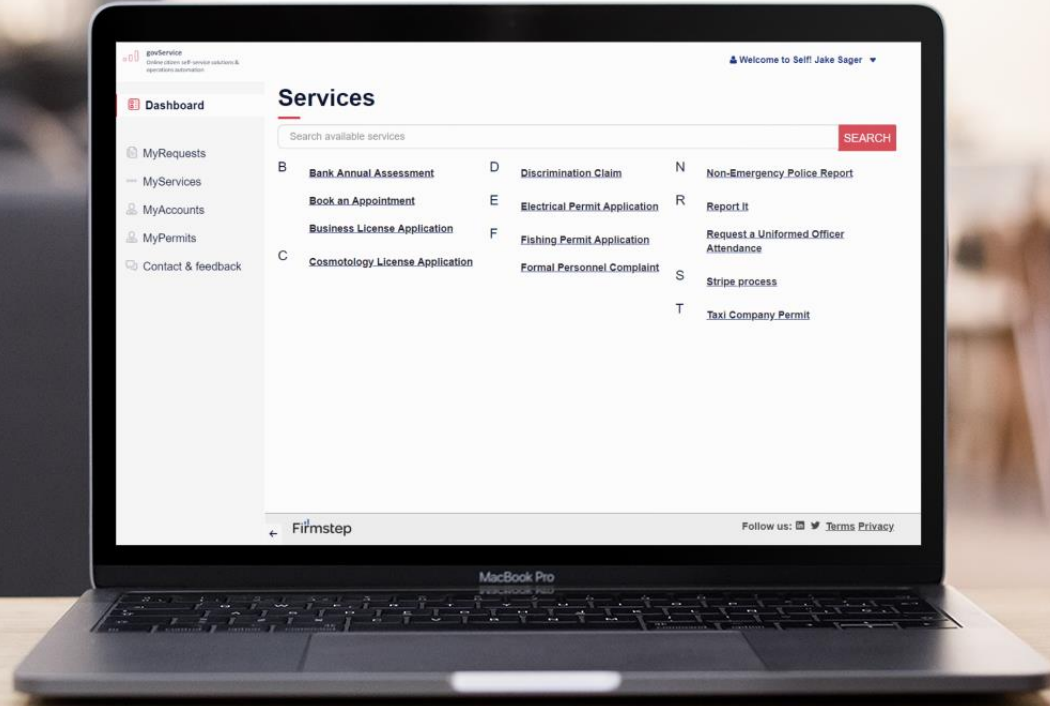
✓ Simple reporting, tracking & audit

Tailor-Made Service Catalog

Customize your catalog by turning on pre-built services immediately, building additional services, and configuring workflows as needed.

Our most popular services include:

✓ Fishing & Hunting Permits

✓ Code Enforcement & Permits

✓ Pet License & Registration

✓ FOIA Request Management

✓ Business Licensing

✓ Pay Your Property Taxes

✓ Public Records Requests

✓ Non-Emergency Reporting

Sample of **Services by Department**

PUBLIC SAFETY

- ✓ Discrimination Claim
- ✓ Non-Emergency Police Report
- ✓ Pet Registration & License
- ✓ Request a Uniformed Officer
- ✓ Request a Fire Safety Officer

BUSINESS PERMITS & LICENSES

- ✓ Alcohol Beverage Sale License
- ✓ Business Registration & License
- ✓ Business Tax Certificates
- ✓ Short-Term Rental Permit
- ✓ Taxi Company Permit

PLANNING & ZONING

- ✓ Fence, Deck, & Swimming Pool
- ✓ Driveway Permit
- ✓ Inspection Scheduling
- ✓ Sewer Permit
- ✓ Zoning Permit

BUILDING PERMITS

- ✓ Construction Permit
- ✓ Earth Change Permit
- ✓ Heating, Ventilation and Cooling (HVAC) Permit
- ✓ Plumbing Permit
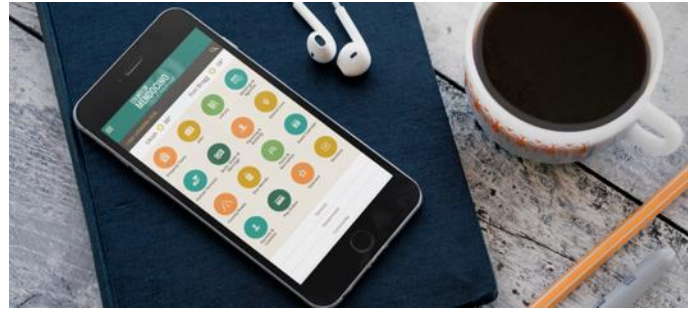- ✓ Sign Permit

OUTDOOR RECREATION

- ✓ Field Rental Request
- ✓ Fishing Permit
- ✓ Park Vendor Permit
- ✓ Picnic Area Reservation
- ✓ Special Use Permit

HUMAN SERVICES

- ✓ Change of Address
- ✓ Court Records Request
- ✓ Employment Application
- ✓ Freedom of Information Act Request
- ✓ Marriage License Application

Transforming the Way You Work

Digitizing government services & modernizing without replacing

03

On-going Training & Support

02

Quick Implementation

01 | User-driven Design

Our complete services offering including strategy, implementation, and daily support will ensure you are successful.

Questions?

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Management

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Executive

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Moderator

Save the Dates

Oct 24th | 4:00 ET

govService Demo

Granicus Free Demo Series

Oct 24th | 2:00 ET

Measuring Outcomes: Communications That Drive Real Impact

Oct 30th | 2:00 ET

CIO/CTO Virtual Summit - Roadmap for Digital Transformation

Learn more, visit granicus.com/events/