



CIVICA

Transforming the way you work

Enabling the **Digital
Transformation Journey**
of Local Government

The Changing Landscape for Local Government

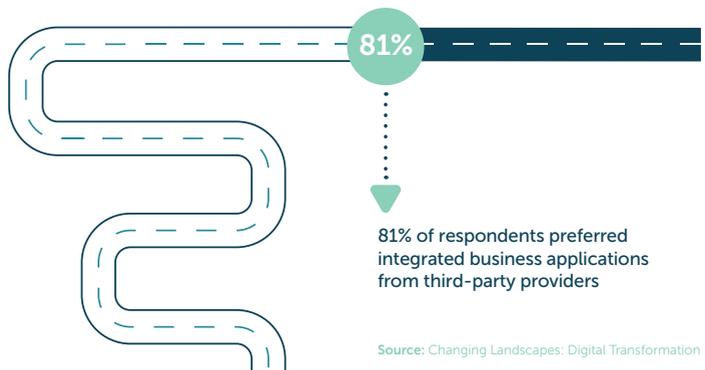
The landscape for local government is constantly changing. Councils are expected to do more with less for their communities and citizens while managing ever changing legislative demands, and maintaining modern and relevant practices.

“It is clear that, whatever else happens during the next decade, the council of 2025 will be asked to meet the changing needs and increasing demands of its local residents with fewer resources to support community services and infrastructure renewal and development”

The Changing Landscape for Local Government in Australia and New Zealand – Report by Civica in collaboration with UTS

Our aim is to help local authorities transform their services, **achieving better outcomes through connected & efficient ways of working**, enabled by the use of digital technology & automation.

Specifically in relation to digital and software solutions, an overwhelming majority of respondents (81%) preferred a system that could integrate business applications from third-party providers according to their needs and preferences.



What is Digital Transformation?



Digital transformation is the reinvention of an organisation through the use of digital technology to **improve the way it performs and serves its constituents.**

How far has your council come on the journey?

▶ Digitally **Reactive**

Existence of basic technology and tools, slow and ineffective processes, high levels of downtime and failure, poor financial record keeping, budgetary issues, weak partnerships and highly fragmented operations and an inability to gauge issues that can cause an impact in future.

▶ Digitally **Traditional**

Some infrastructure standards established, a technology strategy defined, efforts focussed on maintenance and support. Existence of 'one size fits all' approach, disparate legacy systems and lack of focus on innovation, service redesign and online service delivery.

▶ Digitally **Transforming**

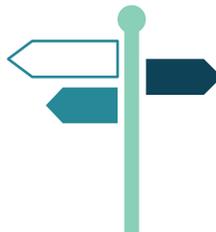
Change-focused councils with a long-term vision, technology policy and standards, keen to test new disruptive models and technology, adopting agile and flexible working practices, virtualisation and online services and engage with the local community as well.

▶ Digitally **Adaptive**

Councils who have adopted technology in their processes, undertaken strategic planning and established a roadmap to drive change and innovation. Focus is on automation, self-service functionality to reduce demand, cloud and virtualization services, developing strategic partnerships, multi-party and efficient program management.

▶ Digitally **Future-proof**

Technologically mature councils that have a well-established innovation and support eco-system, continually anticipate changes and adapt processes, implement efficient systems that interact with other government and online systems. Highly automated citizen services, real time service deployment, secure data sharing and digital collaboration.



Source: <http://searchcio.techtarget.com/definition/digital-transformation>

Digital Transformation

What are councils looking for?

One of the many challenges facing local authorities today, is how to deliver a future-proofed digital strategy that meets the evolving demands set by their customers within the confines of reducing budgets.

1. Mobility



Utilise the 'Authority Connect' suite of mobile apps to interact with Authority in the field. Action tasks, complete inspections, manage infringements and more.

5. Community Engagement



Revolutionise the way you interact with your constituents with our new self-service portal.

2. Data Security



We're experts in local government data and systems. Have peace of mind knowing that Civica has the appropriate security and compliance measures in place to keep your data safe.

6. Automation



Automate processes so you can focus on what really matters.

3. Flexible Hosting



We can make recommendations based on your unique requirements, or give you the choice of how you'd like to host your applications and data.

7. Reporting & Analytics



Full business intelligence (BIS) redevelopment and ad-hoc reporting - turn your data into insight.

4. Usability



Authority 7 features a full redesign of the user interface including new dashboards and a redesigned menu structure.

Introducing Civica Authority 7

CIVICA

The foundation of
digital transformation
for local authorities.



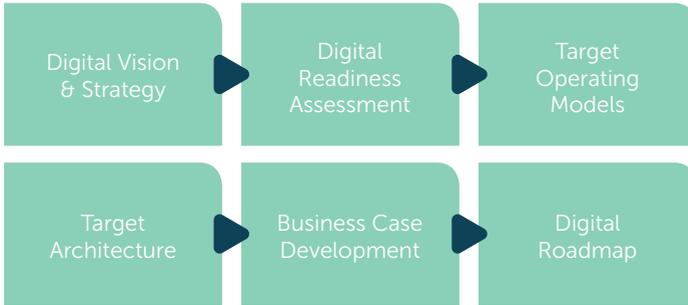
Authority 7

Authority 7 is the first release of the future of eCitizen centric services, acting as a modern and responsive portal for staff and the community. It brings a range of reporting, productivity and performance benefits to local authorities and their citizens, while increasing efficiencies.



Digital Transformation Consultancy: Capabilities

CIVICA



Our approach

Digital Vision & Strategy

Civica helps you develop a clear and compelling picture of future digital service delivery, and direction for digital initiatives.

Digital Readiness Assessment

Our Digital Maturity Model assesses your ability and readiness to undergo the necessary digital transformation.

Target Operating Models

We can help you shortlist services that will benefit you after a digital transformation.

Target Architecture

Civica helps you define the required platform and integration technology for agile digital service delivery.

Business Case Development

Thorough cost-benefit analysis helps you prioritize services for digital service delivery.

Digital Roadmap

Develop concrete transition and implementation plans for digital service delivery to deliver continuous business value while introducing required changes to business and technology in an incremental manner.



Let's open a dialogue

Authority 7 is a leap forward in terms of allowing Civica to assist councils in building towards their digital transformation goals, but what we're really interested in is helping councils achieve their goals, whatever they may be.

Please reach out to us on

enquiries@civica.com.au if you'd like to have a conversation about your objectives, work we're doing with councils across Australia, and how we may be of assistance.