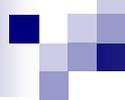


# **Digital Regionalization**

(Barnstable & Nantucket Counties)

## **Defined:**

- Sharing Technology Irrespective of Geographic Location
- Several Existing & New Opportunities for Digital Regionalization – Not New

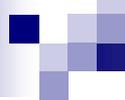


# **Digital Regionalization**

(Barnstable & Nantucket Counties)

## **Concept:**

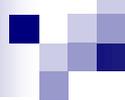
- Move from solutions individual Municipalities can afford to...
- Obtaining solutions Municipalities Need using Joint Purchasing Power & Pooling Resources



# **Regional Permit, License & Inspection Project**

## **Goal:**

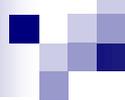
- **Customer Service – 24x7 Access to Services**
- **Greater Transparency & Access to Information**
- **Efficiencies – Customer & Municipal**



# Regional Permit, License & Inspection Project

## Efficiencies Include:

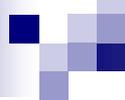
- Fewer Visits to Town Hall
- Switch from hand written forms to electronic submissions
- Interface with state & local systems
- Automated routing of work – interdepartmental communications
- Automated Renewals
- Mobile Field Inspections



# **Regional Permit, License & Inspection Project**

## **Process for Starting the Project:**

- Researched Solutions
- Developed a Regional Business Case
- Developed Prototypes for a Shared Vision
- Demonstrations of Sample Systems

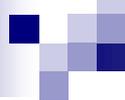


# **Regional Permit, License & Inspection Project**

## **Process for Starting the Project Continued:**

Engaged a wide variety of Stakeholders and Partners:

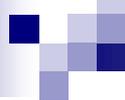
- Contractors and Citizens
- Town Managers & Select Boards
- RPAs & The County
- Legislators
- Chamber of Commerce
- The State
- Etc.



# **Regional Permit, License & Inspection Project**

## **Process for Starting the Project Continued:**

- Cost Proposals
- Grant Applications
- And 15 Selectmen Meetings Later the Project was a Reality



# Regional Permit, License & Inspection Project

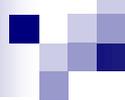
## **Pilot Implementation Strategy:**

- Use work created by other MA Customers of the Solution
- Use Vendor Best Practice Templates
- Use Requirements, Designs & System Interfaces Built Prior to Vendor Onboarding
- Hard Work by Regional & Vendor Staff
- Feedback from System Customers throughout Build Out

# Regional Permit, License & Inspection Project

## Regional and Beyond Rollout Preparation:

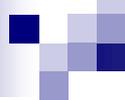
- Standardize on State Forms where Available
- Common Financial Mgmt Interface Package
- Common Assessing System Interface Package
- Interface with State Wide Contractor Registration Data
- Data Conversion – No Easy Solution
- Use of Web Meetings to Reduce Travel
- Use of SharePoint Project Collaboration Site



# Regional Permit, License & Inspection Project

## Status:

- Vendor Selected
- Contracts Completed
- Interfaces with State Created
- Interfaces with Local Systems Prototyped
- Forms and Processes Analyzed



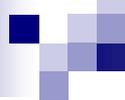
# **Regional Permit, License & Inspection Project**

**Beginning Pricing Scenario – Subscription for Permits, Licenses, Mobile Inspections, Service Orders, Work Orders and Asset Management – including hosting:**

Office Users:                      \$1,188 per user

Mobile Workers:                      \$588 per user

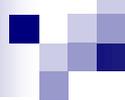
Community affordability template created



# Regional Permit, License & Inspection Project

## **Future License Purchase Option Negotiated:**

- All Municipalities in Mass under 150K in population share the same server license (349 towns)
- Higher up front user license fee but lower per year maintenance fee



# Regional Permit, License & Inspection Project

## Ultimate Option?:

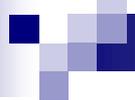
- State Site License – Unlimited Users

# Digital Regionalization

## What's Next?

**Enablers:** Broadband, State & Regional Data Centers, The Cloud

- Service Orders, Work Orders & Asset Management
- Collocate & joint purchasing power for Financial Management Systems?
- Regional Unified Messaging (E-Mail, IP Phone Systems, IM, Web Meetings, Video)?
- Dozens of other opportunities



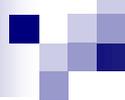
# Digital Regionalization

## Region's Strategic Info Office

**Governance Structure:** Organized by the Cape Cod Commission and consisting of Town Managers or Assistant Managers

**Assessment / Payment Structure:** Towns pay a per users license subscription fee and for Mobile Hardware and in Town Kiosks – hosting paid with User Subscription Fees

Other payment models for different applications



# Digital Regionalization

## Lessons Learned

- Find the smartest, hardest working people who are dedicated to their organizations but are willing to also consider what might work in their region and other areas of the state
- Partner with everyone you can