

2021 ARPA Strategy Recommendations for Digital Transformation

December 2, 2021



Request

- \$500,000 to establish a digital transformation assessment project, with the output of an executable roadmap of follow-on projects.
- Reserve \$10 million to execute the assessment's digital transformation roadmap.



Background and Assumptions

- IMSD conducted background research and met with two consulting firms who provide similar services to other government organizations.
- Why a third party?
 - Benefit of experience across multiple governmental organizations, quickly identifying best practices.
 - Ability to cross departments and evaluate both processes and technologies.
 - Limited internal experience with process transformation.

Initial Assessment Project

- \$500,000
 - \$250/hour blended consultant rate
 - 4 Consultants x 12.5 Weeks

Digital Transformation Program

- Reserve \$10 million
 - Consulting firms recommended reserving 5% to 10% of ARPA funds for digital transformation.



Example Success Stories

Large Municipality

- Web, Content, and User Experience Initiatives
 - Integrated emergency response management
 - \$1 billion savings from quantitative models to analyze contractual obligations
- Integration of remote camera systems to reduce water, transportation, and sanitation inspection costs to save ~\$52 million

Municipality Department of Aviation

- Identification of \$500 million in digital transformation opportunities

State Government

- Application rationalization – \$200 million reduction of redundant cost



Approach

Assessment

- Understand the current digital capabilities, process challenges, and future needs to identify digital transformation opportunities.
- Create a strategy and project plan for the opportunities identified.

Future Work

- Design the delivery and support necessary for newly modernized or modified processes and systems to achieve the opportunities.
- Execute the project plan.



Next Steps and Timeline

December 2021

- Request Approval – If approved...

December 2021 – Q1 2022

- Prepare RFP
- Evaluate Proposals and Select Vendor

Late Q1 – Q2 2022

- Execute Assessment Project

Early Q3 2022

- Present Results and Request Use of Reserved Funds



Questions?





**MILWAUKEE
COUNTY**