STRATHCONA SOLUTIONS

Digital Services Transformation

A COMPREHENSIVE, STRUCTURED APPROACH

Elevate your municipality's digital services using Strathcona Solutions' Digital Transformation Framework.

At Strathcona Solutions, we're helping local governments revolutionize municipal services.

Our framework, built on years of implementation expertise, is tailored to meet the unique requirements of each municipality's business needs, technology needs, user needs, and those that manage the entire services portfolio.

Recognizing that your organization's digitization journey may be at varying states of maturity, our framework helps unifiy your ability to manage across business units, and foster corporate knowledge sharing.

Respecting the interconnectedness of municipal services and processes, we help ensure that every related portfolio component contributes to the holistic benefit of your organization., and your community.

BUSINESS READINESS
Focus on preparing the organization for change, planning, financing

TECHNOLOGY INSTALLATION
Configuring Microsoft infrastructure, governance, architecture, environments, security

SERVICE DIGITIZATION
Onboarding, user journeys, processes, standards, forms and workflow management

PORTFOLIO MANAGEMENT
Managing service inventories, defining attributes, reporting metrics, planning investments

Microsoft Power Platform

POWER BI

POWER AUTOMATE

POWER APPS

AZURE

POWER PAGES

DYNAMICS 365

DIGITAL TRANSFORMATION FRAMEWORK

BUSINESS READINESS *(prepare the organization for change)*

Working together, we will determine and define the optimal service delivery solution using **Microsoft Dynamics 365** and **Microsoft Power Platform**.

ACTIVITIES

- Understand current technologies & capabilities
- Evaluate current resources, skills & capacity
- Validate requirements, scope the solution
- Define governance, roles & responsibilities
- Estimate M365 + D365 licensing
- Building a realistic workplan with budget
- Discovery of finance and funding sources

OUTCOMES

- Implementation plan, defined deliverables
- Change management plan, key messages
- Business case / project charter / RFP that everyone can understand
- Clearl understanding of the change & reasons
- Support from leadership, customers & users
- Confirmed resourcing – budget, skills, assets
- Input on financing models

TECHNOLOGY INSTALLATION *(setting up the M365 / D365 ecosystem)*

Our **comprehensive** implementation approach ensures a robust deployment and instills confidence for growth. Project management expertise, pre-developed guides and installation accelerators help **streamline deployment** time and **reduce costs**.

ACTIVITIES

- Set up DevOps / SecOps tools & lifecycle management
- Build technical architecture & environments
- Identify master data & set up integrations
- Security access, identity management, M365 group mgmt
- Design service patterns & workflows
- Establish user experience - UI, UX, organization branding

OUTCOMES

- A configured system, ready for use by each user type
- Secure, robust infrastructure with scalable architecture
- Training materials & documentation
- Governance integrated into the application
- Communication materials ready
- Support services in place

SERVICE DIGITIZATION *(transforming services into digital solutions)*

Conversion of existing process onto Microsoft Power Apps and Dynamics 365. Launching a **centralized customer portal** to receive service requests. Collecting and presenting **relevant data** to each respective audience.

ACTIVITIES

- Document user journeys, processes & delivery standards
- Onboard services - forms, intake, case management, workflows, & notifications
- Iterative design & useability testing (for all user groups)
- Establish & design custom views and reports

OUTCOMES

- A user-centric Service Portal for customers
- Administrative Portal for agents with custom feel & simplified processes with time-saving automations
- Real-time, platform-sourced reporting
- Inbuilt governance & rules to secure access & privacy

PORTFOLIO MANAGEMENT *(managing and reporting on all services)*

Establish an **enterprise-wide service catalogue** that acts as the master reference, enhanced to include profile attributes that help you support **crisis management**, **strategic management** and **investment management** activities at the corporate level.

ACTIVITIES

- Identification of service inventory (at various levels)
- Defininition of service profile attributes
- Collection of service profile information with integrations & automations defined where possible
- Coordinate and collaborate with corporate support services
- Preparation of reports with defined access & views.

OUTCOMES

- Corporate-wide service catalogue with master data
- Timely & reliable data on service attributes
- Centralized dashboard for operational & strategic analysis
- An efficient, informed municipality, ready to respond to crisis and opportunities, primed for future evolution and enhancements

CONTINUOUS CYCLE OF IMPROVEMENT

The Strathcona Solutions approach to digital transformation is a dynamic framework that continuously iterates as your organization evolves. It's designed to ebb & flow as you add new services or capabilities, modernize legacy systems, or realign strategic priorities. Long-term, sustained success demands you take an enterprise-wide perspective to service management.

Strathcona Solutions Inc. is here to help.