

# City Innovate

SERVING FEDERAL, STATE, AND LARGE LOCAL GOVERNMENT

## CHALLENGE-BASED PROCUREMENT

To learn more checkout the blog post at <https://cityinnovate.com/blog/challenge-based-procurement>

### DIGITAL TRANSFORMATION

#### Use of Self-Service Channels

Encouraging customers to make greater use of self-service channels, so they can skip a face-to-face visit to the DMV. Ideas to test include: remote proctoring of written driver's license test; using a smart phone to scan in documents needed for REAL ID.

### EMERGENCY SERVICES

#### Innovative technology for firefighters responding to wildfires

Provide an early warning system and predictive technology to tell first responders the direction fires would take. This cutting-edge firefighting technology came about as the result of the modernization of California's technology acquisition process. The speed with which this technology went from concept to implementation may very well have saved lives.

### COVID-19

#### Vaccine Distribution

Ensuring the State is in readiness with a set of vendors capable of distributing COVID-19 vaccines to the community in a fair and equitable manner. Includes attention to the information systems required to manage process from end-to-end.

### CYBERSECURITY REMOTE WORK

#### Remote Toolkit

Cloud-based and remote tools for county employees to encourage and support remote collaboration with proper attention to cybersecurity. (This is for a county that was subject to a ransomware attack earlier this year.)

### BEHAVIOR CHANGE OPTIMIZATION

#### Eliminating long waits for appointments

Customers love to avoid the line and visit the DMV by appointment only. Due to COVID-19, the DMV is running at a significant backlog resulting in very long waits for appointments. How can we improve appointment availability while protecting the system from BOTS and bad actors that grab multiple appointment slots?

#### Optimize Workforce

COVID-19 has resulted in many more workers calling in sick, going on leave, or otherwise limiting their availability to work at the local office and interface directly with the public. How do we best optimize the workforce to meet customer demand?

## A FEW OF OUR CLIENTS



## FAST FACTS ABOUT CITY INNOVATION

70%

faster time-to-result solicitations that used to take 9-18 months now take 9-18 weeks

60%

of employees at City Innovate that previously worked in government

\$7B

value of procurement dollars running through our platform annually