Becoming Future Proof
Enhancing the Quality of Life in Our Communities Through Finance Operational Resiliency & Technology

Amber McClure, CPA
Key Learnings

- Why becoming resilient relies on a holistic solution
- How governments are taking action now
- Steps you can take to improve your government’s resiliency
Meet the Speaker

Amber McClure, CPA
Solutions Architect
OpenGov
Former Chief Budget Officer and
Chief Financial Officer
Isolate and take precautions if you have or suspect you have COVID-19

**ISOLATION**

Start counting days
Day 0 is the day your symptoms started

If you never had symptoms, day 0 is the day you took a COVID-19 test

Watch for emergency warning signs, like trouble breathing
Seek help if they develop

**ENDING ISOLATION**

Isolate to day 6 or later, if you

- never had symptoms or symptoms are improving, and

- are fever-free for 24 hours without the use of fever-reducing medication

Continue to isolate if your fever persists or other symptoms have not improved

Isolate through day 10, if you experienced moderate illness, like shortness of breath or difficulty breathing

Credit: CDC
Why becoming resilient relies on a holistic solution

Department of Homeland Security defines resilience as “the ability to withstand and recover rapidly from deliberate attacks, accidents, natural disasters, as well as unconventional stresses, shocks and threats to our economy and democratic system.”

“Resilience prepares communities, reduces suffering, and speeds recovery. Community resilience grows through public-private relationships—by integrating shared capabilities and resources in planning, exercising and systematically incorporating key lessons learned across the whole community emergency management experience.” -Federal Emergency Management Agency (FEMA)

“A holistic approach is a strategy that connects every department in an organization to help them work as one team. All employees work together to achieve an overarching organizational goal.” - Indeed
State of Local Government Survey Results
What more than 500 local government leaders say about resiliency

84% say long-term resilience and protecting against risk are somewhat or very important to their organization.

64% say they are more prepared to protect against risk event than they were one year ago.
State of Local Government Survey Results
What more than 500 local government leaders say about resiliency

54% are not confident they’ll be able to recruit the talent they need to replace leaving employees.

62% say if they took a two-week vacation, there is no one who could easily perform their duties in their absences.
State of Local Government Survey Results
What more than 500 local government leaders say about resiliency

- 27% of public sector employees work remotely one or more days a week.
- 62% of private sector employees work remotely one or more days a week.
Hurricane Ivan – September 16, 2004

Photo credit: Pensacola News Journal
Ice Storm & NAS Shooting

Credit: National Weather Service

Credit: WEAR TV

Credit: National Weather Service
Hurricane Sally – September 16, 2020
York, Pennsylvania

Forward Thinking Saved York, PA's, Budget After Server Destroyed in Break-In
Bay County, Florida

“When we have these major flood events, we’re able to go and show FEMA exactly what we did: we had this many people, respond with this equipment, it took us this long, and this is what it cost us. And, we can just hit ‘print’ and give the data to FEMA. It’s that easy. That’s millions of dollars back to the county, and we couldn’t do that without Cartegraph.”

–Public Works Director Keith Bryant
Northlake, Texas

After Ice Storms, Northlake, TX Builds Resilience with OpenGov
Steps to Improve Your Government’s Resilience

- Perform a **holistic** SWOT analysis
- Make a plan
  - Use FEMA resources including Resilience Analysis and Planning Tool (RAPT) and FEMAs Holistic Disaster Recovery
- Invest in resilient technologies including focusing on delivering a contactless government

"It's fine to celebrate success but it is more important to heed the lessons of failure."
- Bill Gates
## The Actionable SWOT Analysis

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<th>HELPFUL</th>
<th>HARMFUL</th>
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<td>INTERNAL</td>
<td><strong>STRENGTHS</strong></td>
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<td><em>How can we leverage our strengths?</em></td>
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<td>EXTERNAL</td>
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<td><em>How do we exploit the opportunities available to us?</em></td>
<td><em>How can we dissolve the threats we face?</em></td>
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Make A Plan

- Consider demographics
- Roles and responsibilities and emergency order authorization policies
- Pre-negotiate contracts
- Post-evaluation and adjustments
- Role of technology in recovery

“By failing to prepare, you are preparing to fail.”
– Benjamin Franklin
Invest in Resilient Technologies

- Hardware
  - laptops, tablets, servers
- Software
  - cloud based, communication
  - hybrid or virtual EOC
- Offline capabilities and remote access
- Contactless government
- Because cautious not to become overly dependent
Key Learnings

- Why becoming resilient relies on a holistic solution
- How governments are taking action now
- Steps you can take to improve your government’s resiliency
Questions?