Crowe Horwath Overview

- Eighth largest National public accounting and consulting firm in the U.S., headquartered in Chicago

- Dedicated Public Sector Practice

- Extensive Government expertise in technology strategy, planning and implementation
  - Past municipal clients include Chicago, Indianapolis, State of IL, State of IN, South Bend, Zionsville, and more.

- 15 Assessments and IT Strategic Plans in the last five years and more than 60 total Assessments, Strategic Plans and Selection Studies since 2001.

Crowe Horwath Overview

o Worked with the City for over 5 years on a variety of successful projects including:

  o City Council Agenda Management (Granicus Implementation)
  o Public Safety CAD-WebRMS (RFI, RFP, Selection Assistance, Implementation PM, Business Process Improvement)
  o Citywide Enterprise Resource Planning (ERP) – Requirements Gathering and Needs Assessment
  o IT Reorganization
  o Cybersecurity Penetration Testing
  o HR & Payroll Improvement Study
  o Business Process Review (BPR) – Freedom of Information Act

o IT Strategic Plan leverages both our experience with the City and the Best Practices learned from other Assessment and Planning Engagements.

o IT Strategic Plan is a logical and appropriate next step for the City and logically builds off of past Crowe engagements.

Crowe's Management Philosophy (WIN³)

Emphasizes Collaboration between Crowe, our Clients and our People
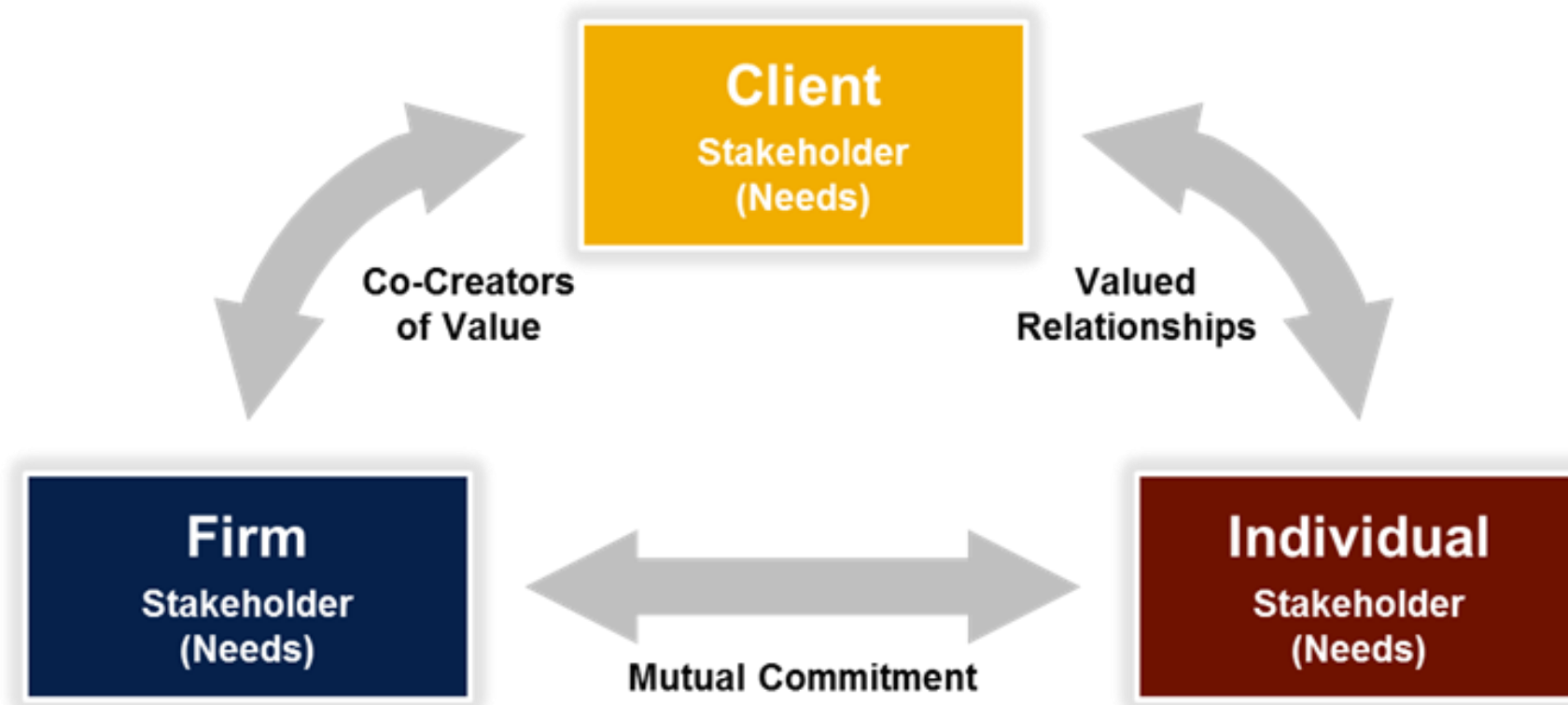
Project Purpose – Vision and Goals

- Project Focus: **evaluate** City of Aurora current technology department and City-wide technology services and **facilitate**, with Citywide personnel, an IT Strategic Plan or "IT Roadmap", focusing on the following objectives:

    1. Engage in process mapping to document key technology-related processes
    2. Identify key projects and help IT plan, budget, and prioritize initiatives and purchases
    3. Develop IT short and long term goals and alignment with Citywide vision and other innovation strategies
    4. Seek ways to streamline and modernize, as well as standardize the way Citywide Departments utilize IT's services and technology
    5. **Support the Mayor's Smart City Initiative**

Project Purpose – Vision and Goals

This project will support the City of Aurora's IT as it builds pillars around:
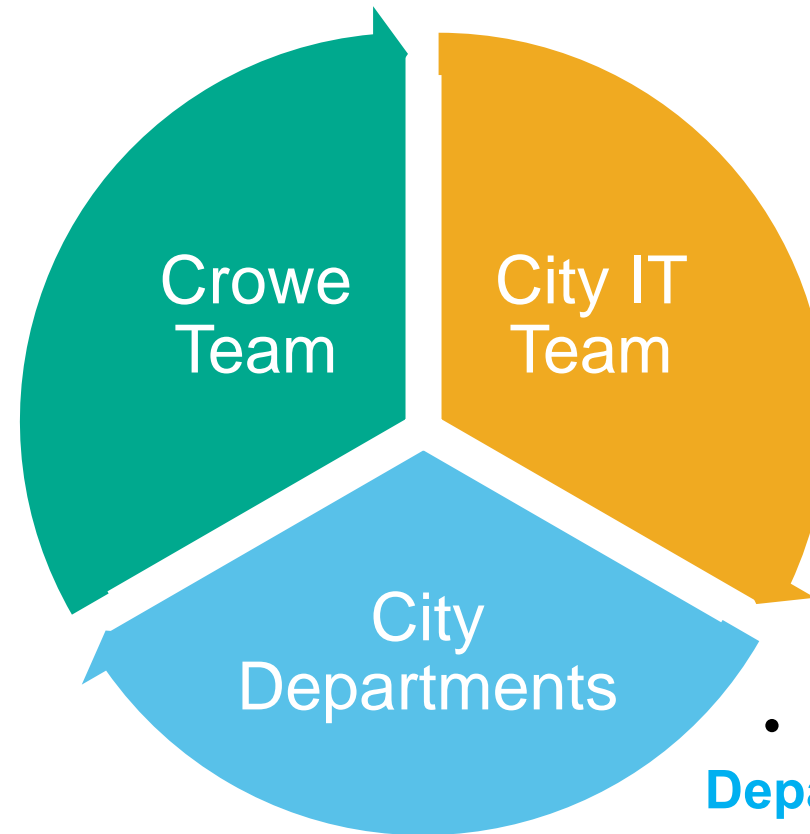
One City IT

Customer Service

Smart Sourcing

Core Team and Roles

- **Crowe Team**:
  - Engagement Partner: Bob Dobis
  - Project Manager: Susannah Heitger
  - Lead Business Analyst: Jill Willis
  - Cyber Security Lead: Mike Del Giudice
  - SME: will bring in as needed based on topic

Crowe Team

City IT Team

City Departments

- **City Project Team (IT):**
  - Michael Pegues
  - Andrew Feuerborn
  - Shanita Thompson
  - Ted Beck
  - Ken Nelson
  - Vincent Smith
  - Linda Jones

- **Department Representatives (all Departments and Aldermen's Office)**

Built on **Collaborative Approach** and Building a **Shared Vision** to Develop a Specific and Actionable Plan

Project Approach: Phases, Activities, Deliverables

Phase 1: Initiate
- Develop charter
- Develop project plan
- Kickoff project
- **Establish City team and department stakeholders**
- Collect existing documentation

Phase 2: Assess
- **Conduct interviews & focus groups across all City Departments**
- Develop and confirm City vision areas
- Document current state systems map
- Develop heat map with prioritizations
- **Analyze to best practices**

Phase 3: Plan
- Develop bubble chart
- Conduct high-level risk assessment
- **Prepare IT Strategic Plan Roadmap and recommendations – including IT governance strategy and benchmarks**

Cost Sheet

Cost By Phase	
1. Initiate	$4,170
2. Assess	$43,300
3. Plan	$51,255
Travel	$1,000
TOTAL	**$99,725**
Revised Total with Discount	**$90,000**

- Crowe has reduced the original price by approximately 10% without changing the level of effort necessary to successfully complete the project.

Questions?