

What is a technology report card?

With recent budget cuts and looming tax increases, there is no better time to get a technology and management checkup! BSCA will provide Report Cards designed to reduce your technology and management expenses and increase service delivery.

With decades of hands-on experience and hundreds of clients, BSCA has developed business process and procedure Report Cards of operations to determine the adequacy of application software, computer hardware and peripherals, local and wide-area networks, telephone systems, and IS operations and staffing.

The Technology Report Card provides a report card highlighting the strengths and weaknesses of the:

- technology infrastructure,
- software viability to meet the expectations
- IS staff resources, and,
- out-sourcing resources

The Business Process Re-engineering Report Card provides a report-card highlighting the strengths and weaknesses of the P-issues for more effective utilization of staff and reduction of time and resources to get the job done.

Let BSCA help you get good grades for first-rate municipal management of your technology and human resources.

What Technology Report Cards do we provide?

We specialize in assessing the full range of application software including

- Financial, A/R, A/P, Payroll, and Human Resource application systems
- Electric and water utility management and billing/collection systems
- Public Safety systems for police, fire, emergency services, jail or court management
- Public Works [vehicle maintenance, PM, Work Order, Inventory]
- Permitting and Code Enforcement
- Records Management and Optical Imaging systems
- Mass Appraisal, Assessment, and Tax Billing/Collection systems
- Geographic Information Systems
- Parks and Recreation Systems
- Not-For-Profits Systems
- School Districts Systems

We can provide expert consulting on:

- IS operations and staffing
- IS hiring and appropriate outsourcing
- Hardware infrastructure

Our object is to get it *right* – the right product, the right contract, and the right price.

Using the proven BSCA copyrighted questionnaires we sharpen the focus of our investigation before we arrive on site. Typically, BSCA can provide a primary first level technology Report Card after only three days on-site with your users and managers.

Process Re-engineering Report Card

Are the business and service processes in place to best utilize your technology investment? Our staff has worked with hundreds of organizations to determine proper matching of technology advances with re-engineering of the key **P-issues**:

- People – Is your staff trained and are roles properly set to satisfy technology innovations?
- Policies – Do your policies meet 21st century expectations?
- Processes – Are you providing the quality of customer service your citizens deserve?
- Procedures – Are tasks and efforts streamlined and efficient?
- Paperwork – Have you simplified and reduced paperwork and data capture?
- Progress – Have you migrated to electronic data capture and storage?

Join hundreds of our clients who are using our **best practices** throughout the nation! Do what your good businesses are doing – **assess, plan, and act** to save money and increase service and accountability. Nationwide, municipal governments are navigating through the evolution of change in their expectations, operations, and the complexities of managing their municipal corporations. Most municipalities eclipse the size of most, if not all, of the local businesses in their jurisdiction. Government provides broad and critical services. But with rising expectations of the electorate, and the shrinking revenues from the federal and state resources, it is a crucial time for governments to operate more efficiently, and more cost-effectively.

It is no longer enough to “**do it the way we have always done it.**” Taxpayers want to be able to pay less in taxes, yet they want more services and better quality of customer service. Citizens expect government to respond as they would expect any business -- the quality of customer service is being re-engineered to be more customer friendly and more efficiently handled.

The BSCA Team



Barry Strock, M.A., is President of BSCA. Mr. Strock brings 30 years of experience in local government management planning, organizational re-engineering, systems analysis, developing needs

assessments and system evaluations, negotiating contracts, and implementing solutions. He is an expert on finance, public safety, records management, and geographic information systems. Mr. Strock has a Masters Degree in Urban and Regional Planning/Public Administration. He is the author of numerous articles on local government and information technology, author of the *Municipal Computer Systems Handbook*, and conducts seminars and workshops on information technology, project management, and management re-organization.



Jack Dash Harris, Ph.D., is National Director of BSCA. Dr. Harris has over 20 years technical experience. With a doctorate in Sociology, Dr. Harris provides careful organiza-

tional and management guidance through seminars and workshops that fit the technology to the organizational culture. In addition, Dr. Harris provides strategic application planning, proposal and bid development, acquisition processing related to finance and accounting, public safety, hardware infrastructure, including local and wide area networking, project management, and contract negotiation.

BARRY STROCK CONSULTING ASSOCIATES

154 Rosemont Street
Albany, NY 12206
518-459-4252



BARRY STROCK CONSULTING ASSOCIATES, INC.

Technology & Business Process Re-Engineering Report Cards

