



## **Civic Information Systems Commission**

**Re: Granicus Government Experience Cloud Proposal  
August 17, 2022**

Manager Jackson,

At their meeting of August 11, 2022, the CISC voted unanimously to concur with staff recommendation to accept the June 6, 2022 proposal from Granicus for their Government Experience Cloud solution. As it was understood, this platform would provide the Village of Oak Park with an updated website with improved user experience, a Public Works 311 system to efficiently manage resident work order requests, and a community engagement solution to allow Village officials to interact with residents and solicit input on various public policy topics. The CISC decision fulfilled several elements of its 2022 work plan, including determining ways to streamline the existing Village website, allowing for efficient information retrieval by residents, and recommending citizen engagement improvements.

At their July 14, 2022 meeting, the CISC engaged Granicus in a discussion of the platform's features. There was continued discussion at the August 2022 meeting regarding pros and cons of the proposal, along with discussion of how a mobile app could be added to the solution at a later date. Overall, the CISC consensus of Government Experience Cloud was favorable in that it will significantly enhance residents' retrieval of information as well as their interaction with the Village. Additional benefits include minimizing costs by consolidating features with one vendor, as well as the minimization of communication inefficiencies between each feature due to the fact that they are designed by the same vendor.

The CISC would like to highlight the fact that it does not see the Granicus proposal as a complete solution to the enhancement of Village and resident interaction in the digital space, and that this is a topic for ongoing exploration. Compared to what currently exists, namely an outdated and inefficient website, limited effective options for direct resident engagement with the Village, and a 311 platform running on an unwieldy Microsoft Access database, the CISC feels that this proposal is a good starting point with high value to Oak Park.

Respectfully,

David Baker  
Chair, Civic Information Systems Commission