

Sustainable GIS Palm Beach County Best Management Practices

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Best Management Practices (BMPs)

- Relatively Static for Core Values or Principles
- Highly Dynamic When Adapting to Change
- Determined by Organization Culture
- Dependent on GIS Evolution
- No “One-Size-Fits-All”

Best Management Practices

“A high performance way to achieving business goals and objectives that solve problems, create opportunities and improve business results.”

“...should be flexible, adaptable and responsive to the changing business needs, fiscal circumstances and technology change.”

Three Phase Approach

- Phase I - The Situation Assessment
- Phase II - The Comparative Analysis
- Phase III – The GIS BMP Primer
 - Findings and Recommendations
 - Evolving BMP Catalog

Situation Assessment Phase I

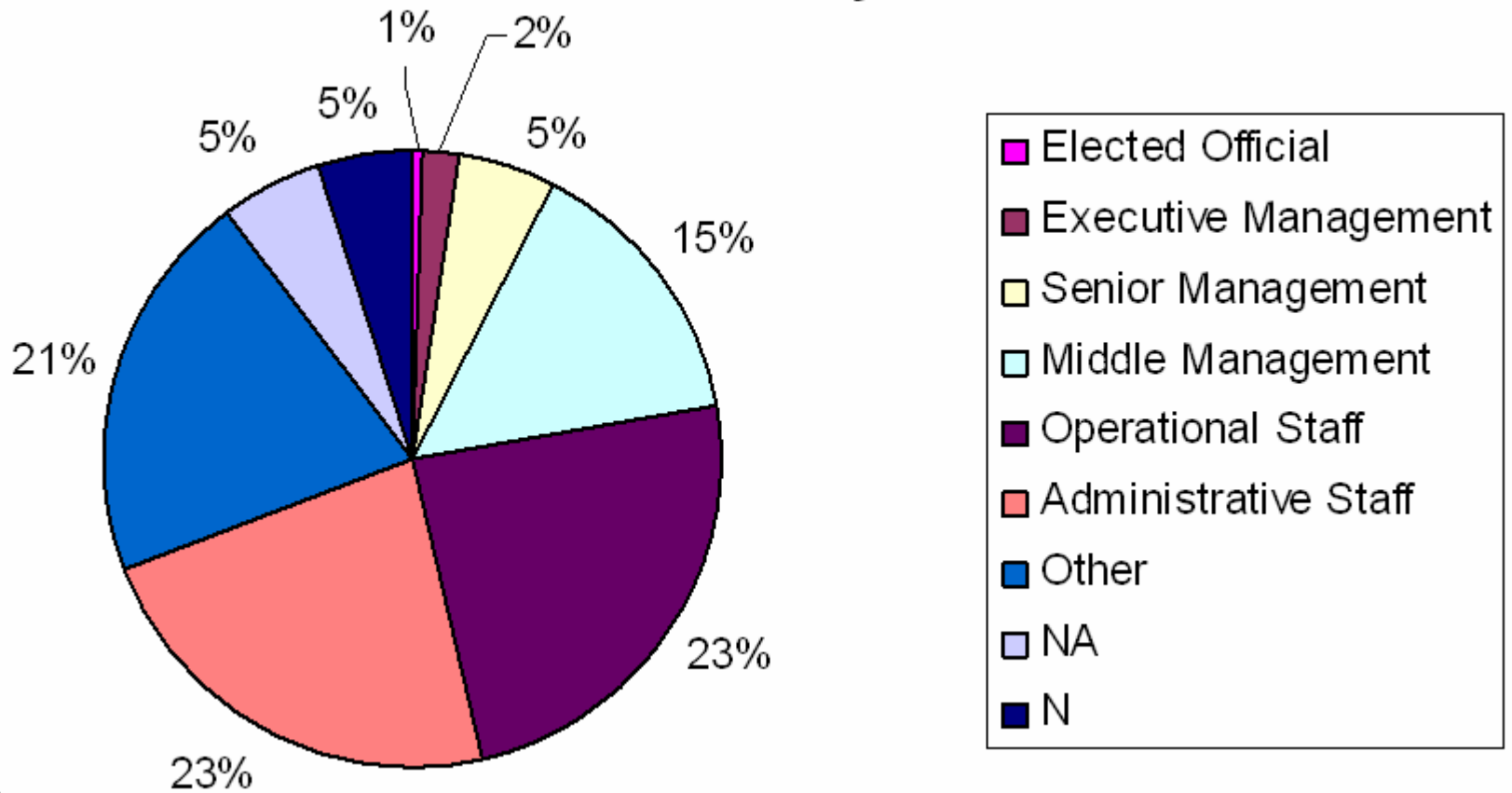
- Critical Self-Assessment
- Documented Existing Conditions
- Key Items of Note:
 - GIS technology adopted 18 years ago
 - Good organization structure
 - Good management commitment/funding
 - Effective strategies for data access
 - Collaboration within and without
 - Reusable application code
 - At a plateau – ready for innovating new value

Comparative Analysis Phase II

- Activities:
 - Baldrige style self-assessment survey
 - Customer satisfaction survey
 - Telephone interviews
- Comparative Counties Selected
- Comparison Analysis Report

Customer Satisfaction Survey

What is your work role?



Industry-wide Themes

- GIS Integration
- Organizations Must Evolve
 - from “what we think” to “what we know”
- Key Strategic Asset = Data
- Changing GIO Role:
 - From managing systems to providing “useful” intelligence

GIS BMP Primer Phase III

- PBC Strengths and Opportunities
 - Business Process
 - Data
 - Technology and Applications
 - Organization
- Recommendations
- Best Management Practices Catalog
 - Dynamic and changing

PBC – Organization

- Areas for Improvement
 - **Sustainability** is a key issue for organizations
 - Dependency on individuals is inevitable and risky
 - Develop a succession plan that would cover personnel management, cross training, and crisis management
 - Good documentation
 - Institutionalize GIS

PBC – Organization

- Areas for Improvement
 - Across County agencies, **people**, not data or technology, are what drive system success
 - Align positions and pay grades so agencies can recruit, promote, and retain qualified staff
 - Staff augmentation to meet short term needs
 - Training for existing staff = “growing” GIS expertise and providing possible career paths

BMP Catalog Example

Data Standards

- **Definition:** Data standards provide a definition or format that has been approved by an internal review committee, a recognized standards organization or is accepted as a de facto standard by an industry. Data Standards could also be referred to as protocols, specifications, application protocols, and technical standards. Clearly established Data Standards facilitate the development, sharing and use of spatial data.

BMP Catalog Example (Continued)

- **Goal:** Data has to meet minimum standards for quality, accuracy and consistency prior to being accepted into the EGIS repository.
- **Best Practices:**
 - All production data will be verified for projection, precision and topology prior to insertion into EGIS.
 - Data already existing in EGIS goes through a certification process to determine if it meets current data standards. If not, appropriate remediation will be implemented with notification provided as detailed in Section 2, Best Practices for Communication of Events.

BMP Catalog Example (Continued)

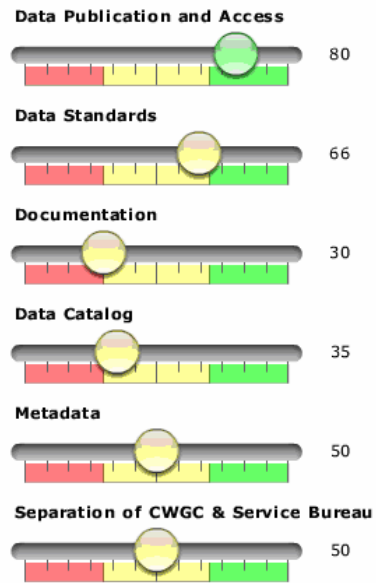
- **Best Practices (Continued):**
 - Consistent measurements to determine the quality of data are implemented to continuously monitor and analyze data improvements over time.
- **Limitation:** Non-production data that may be classified as 'best available' does not necessarily conform to current standards.

Status of Best Practices in Palm Beach County

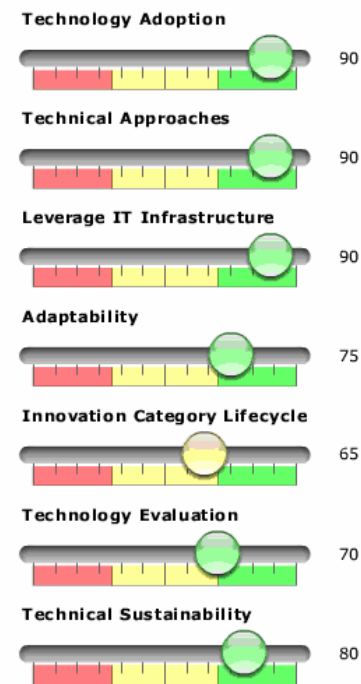
Business Process



Data



Technology & Applications



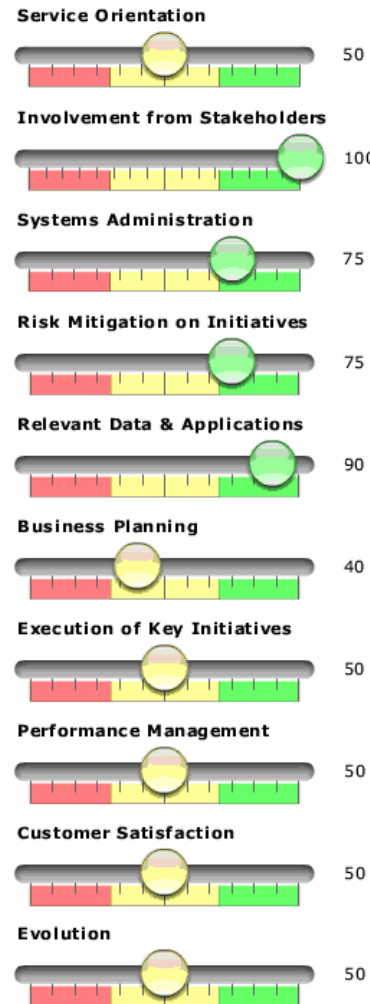
Organization



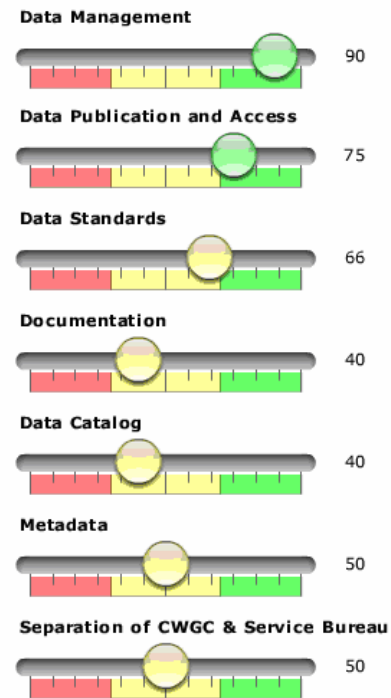
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Relative to Comparative Counties

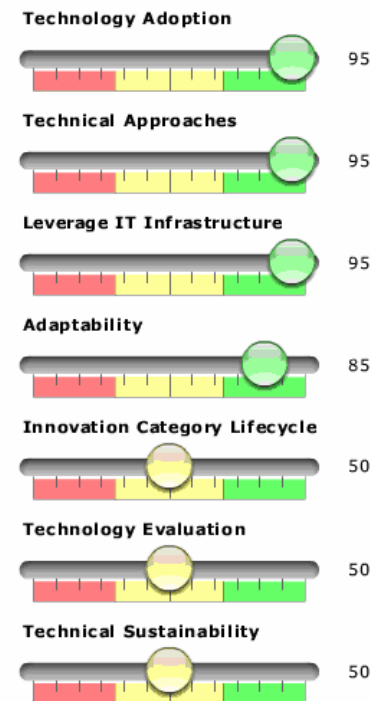
Business Process



Data



Technology & Applications



Organization



Benefit to You

- Copy of the Catalog
 - Documented Best Practices you can tailor to your environment
- Contact: panderso@pbcgov.com
 - 561-681-3953

Knowledge Management

- Combining various types of business data together with “Location” allows you to make better decisions because:
 - You know the impact of your decision - prior
 - You can predict if something were to happen
 - You will optimize based on what’s available
 - You will know what it is costing you
 - Better able to allocate, plan and mitigate