



ALCOR SOLUTIONS, INC.

HIGHLIGHTS

Alcor's partnership with ServiceNow® is based on a strong belief of the capabilities of this amazing platform and the enormous value it unlocks for our customers.

- ServiceNow® Gold Services Partner and Gold Sales Partner
- 200+ Clients, 400+ implementations

BUSINESS

Global cloud advisory and implementation services company serving clients in multiple geographies including North America, Europe, Japan and India. Clients include Global Fortune 500 companies, Government agencies and leading organizations in multiple industry verticals.

Voting Made Right

How Alcor helped a government body streamline its voting process

The surge of technical innovation across the world continues to increase with the promise of changing the way our businesses and lives function. In our world where frictionless experiences are becoming a norm, government organizations have realized that they need to provide the same consumer-grade experiences - both to their citizens and their employees, to demonstrate value and increase civic engagement. To enable this, the state and local government IT spending is estimated to stand at \$103 billion and \$96 billion as the federal government budget*.

Our client, a Public/Government affiliated body responsible for all public welfare initiatives for the residents of their jurisdiction, wanted to leverage technology to improve processes to serve their citizens better. One of the concerns that this organization needed to mitigate was the correct prioritization of citizen demands and concerns. Ranking different demands based on received votes had been a norm until the recent past when our client realized that this process lent itself well for improvement. Couldn't the RRV - Reweighted Range Voting, used to rank the different demands of the council be refined? Can the refinement ensure fair ranking and prioritization by building a process on the RRV algorithm using new and disruptive technology like ServiceNow® platform?

How Did It Work?

The adage, don't fix it until its broken didn't quite apply here. While the government body had been addressing the different needs of its citizens, they identified that the process in which these issues were being addressed could be better.

The RRV - Reweighted Range Voting system ranked the different demands by collecting the corresponding scores from City Council members of each district. This meant that to rank each demand, the City Council members had to meet physically and conduct the issue ranking. This ranking would also have to be completed in a short period of time and would be invariably conducted in an open setting.





THE ROI

As a result of this project, our client reaped a whole range of time, effort and ultimately cost benefits.

- With this application, the RRV voting process could begin virtually and no longer needed the physical meeting. With the extra time at hand, the council members could spend more time on the fair prioritization of demands.
- The application gave complete control of the Ranking function to the City Clerk's office which then made allowances for standard commitments and reviews of the issues by Council Members before voting. The algorithm implementation ensured better accuracy and controlled commitments of the initiatives.
- The application also mitigated the challenges of managing historical data and enhanced the client's audit capacity. They also got clearer insights into all initiatives and ensured that these could be reviewed and monitored from conception to completion easily.
- With the Custom Standard Operating procedure implemented, the voting approach became more disciplined and process oriented. Using our ServiceNow® experience, Alcor successfully designed a solution for the client that helped them reduce the time lost in manual processes and increased the effectiveness and efficiency of the existing process.



RRV* became virtual



Better accuracy of Initiatives due to RRV application implementation



Enhanced audit capacity



Disciplined and process oriented voting system

*RRV- Reweighted Range Voting

PROJECT CHALLENGE #1 Main logistical challenge was to get all council members together to cast their vote, and completing this process was an effort and a time-consuming task.

Along with the time constraint, the council members also had to navigate the challenges of ranking duplication and mistakes caused by human error. The lack of commitment to the algorithm also meant that the scores and rankings could be modified easily. The algorithm also did not have the strength to manage excessive revisions and lacked the auditing capability on score modifications. Additionally, the City Clerk's department had to shoulder the massive responsibility of maintaining all historical data and the associated context of the decisions that were made.

PROJECT CHALLENGE #2 The voting process originally involved massive volumes of data that could be easily altered and manipulated. Added to that was the problem of ranking duplication and mistakes owing to the human error coupled with the burden of maintaining historical data.

The solution was to deploy an open voting system where each council member was privy to the vote of the other. The aspect of voting secrecy was taken into consideration while developing this process.

PROJECT CHALLENGE #3 Since the process employed the open voting system and not the secret ballot, there was always a chance of herding decisions or unfair rankings.

The client wanted to mitigate these existing challenges and looked towards new and disruptive technology to comprehensive solution that would refine the process and make it more efficient and optimized.

Alcor Solution's Roadmap

On assessing our client's process, we realized that simply automating this process was not enough. We had to create a process that would enable strategic control and agility, ensure greater accountability, minimize errors and inefficiencies and provide greater transparency and better information management. As ServiceNow® experts, we concluded that we had to build a complete solution for our client that would take into consideration ITSM, ITOM, and ITBM.

Instead of just wrapping ServiceNow® around the existing process, we leveraged our decades of expertise and experience to create a custom application. We created this custom application from the primary demand application. The main aim of this application was to prioritize a set of demands which fell under a specific program and portfolio. The list of these demands was curated and organized as custom fields specific for the voting process and it was then further customized to suit the needs of the stakeholders.

We then went on to implement the new and improved Reweighted Range Voting algorithm. We designed the algorithm to accept a selected set of values and perform the ranking which ensured that there was no duplication of work.

To make the voting process fair and user-friendly, we employed a user management system that equipped each City Council member with the appropriate abstraction necessary to conduct a fair voting.

We also created custom UI actions to clear, lock and unlock the scoring options for the designated demands. Further, we created Custom Roles for council members, staff and administrators with appropriate privileges over ranking to streamline and organize this process.

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