

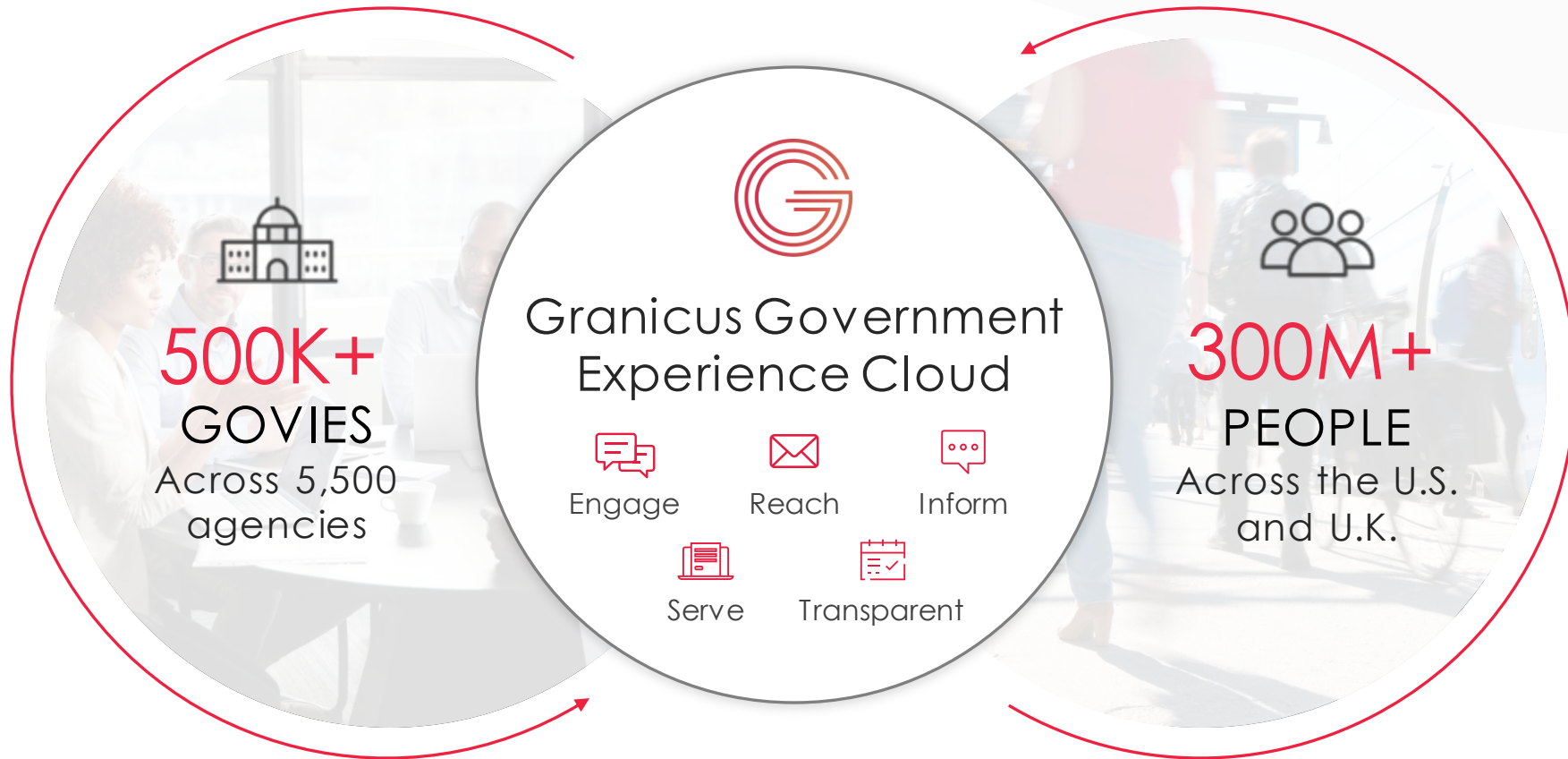


Lessons from the City of San Jose

How Data, Analytics, and the Digital Experience are Transforming Engagement and Shifting IT's Role in Government

Granicus is Transforming Civic Experiences and how Government and People Connect

Serving
the public's
needs &
interests since
1999.



Engaging
with comms that
cover govt info
and services.

Housekeeping



Questions

Submit your questions via the Zoom Q&A console.



Chat

Your peers are in the chat. We encourage you to connect there!



Issues

Connect with us in the Q&A console and we'll get back to you ASAP.



gov Community

Sign up to connect, share, and learn from each other at community.granicus.com



On-Demand

We will email you the link to the on-demand recording in the coming days.

Today's Speakers



Charles Araujo

Analyst
Keynote Speaker
Best-Selling Author



Khaled Tawfik

CIO/Director at
City of San José



Clay Campbell

Solutions
Consultant at
Granicus

IT Transformation

Digital Transformation

Cloud-first, Cloud-native, Cloud EVERYTHING

BUT...
It all misses the point.





EFFICIENCY

=

BUSINESS VALUE

~~EFFICIENCY~~

=

BUSINESS VALUE

amazon

fire
TABLETS

amazon appstore

fire TVstick
mit Alexa-Sprachfernbedienung

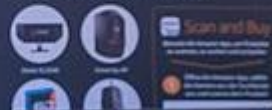
TABLET

MOBILE

4V4 TEAM D

Exclusive Deals
amazon.de/gaming

amazon.de/gaming



BREAKAWAY

BREAKAWAY

ER
LUCK
BLA.

IN DIR PEPPER.
S SELBST.





UBER

SAN FRANCISCO
FIRE DEPARTMENT

60



**They Transformed the
Nature of the Customer
Experience.**

**The True Essence of
Digital Transformation is
the Transformation of
the Digital Experience.**



But How Does This Apply to Local Government?



Answering your questions...



Charles Araujo

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We're here to help



Trusted by thousands of local & state governments



Grant Support Programs



Meet and exceed resident expectations



Improve agility in an ever-changing environment



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