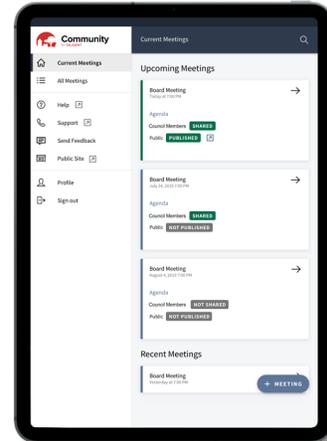


4 Steps Councils Can Take Towards Modern Governance

Through our interactions with public governing bodies, we've learned a few things: Good governance is dynamic—it can look a little different from one organization to the next. Yet, there are a few modern governance principles that hold constant.



1. Re-examine your community's structure and priorities.

When you join a local government council, you're inheriting a community structure (i.e., an existing set of rules, roles and processes that govern the council and the broader community). New members must get up to speed quickly on necessary processes and protocol, but they can also offer a fresh perspective on how things could be done better. Council members should not be afraid to re-examine or challenge the current processes that are in place and ask, "Can we be doing this a better way?" Keeping a close eye on the effectiveness of your current community structure and any established priorities will allow your council to more precisely pinpoint areas of improvement.

2. Focus on council composition and development.

Local governments that support the principles of modern governance align council member skills with long-term strategy; they see diversity of all kinds as an advantage, not a requirement. However, executing on these principles is where many councils fall short. Modern governance councils must work to identify gaps, understand the skills and perspectives required to answer the needs of the community, and recognize any potential conflicts of interest.

3. Improve visibility around key risks and opportunities.

It's not enough to simply identify key risks—councils must then design the dashboards, reporting frameworks, and info-gathering networks that allow them to monitor these risks and identify red flags. A modern governance product solution ensures that local government councils remain aligned with their goals with strategic progress tracking, that they practice strong transparency, and that they stay in compliance with open meeting laws and regulations.

4. Avoid easy cyber mistakes.

Council members are notoriously guilty of using text messaging or personal email to share sensitive information and materials. For public boards, discussing board business outside of scheduled meetings not only violates open meeting laws, but puts the public's information at risk. Local governments that practice modern governance do not make these mistakes; they centralize council and management collaboration, using role-based authorizations to view certain council materials, allowing for a level of privacy while also ensuring that the public has easy access to required information.

To learn more about Community, contact us today:

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Questions to Consider as a Modern Governance Council

**How do we make sure
the right information is
shared with the public?
With council members?
With Clerks/City Managers/
staff? With the media?**

**Are we compliant with
open meeting laws and
regulations?**

**Are we enabling and
facilitating community
engagement?**

**Are all members of the
community able to access
information and participate in
meetings?**

**Are we able to speak confidently
about cybersecurity?
Do we take proper security
measures to protect sensitive
information?**

**Are we following governance
best practices? What could
we be doing better?**

**Do our decisions and initiatives
reflect the needs and best interests
of community members?**

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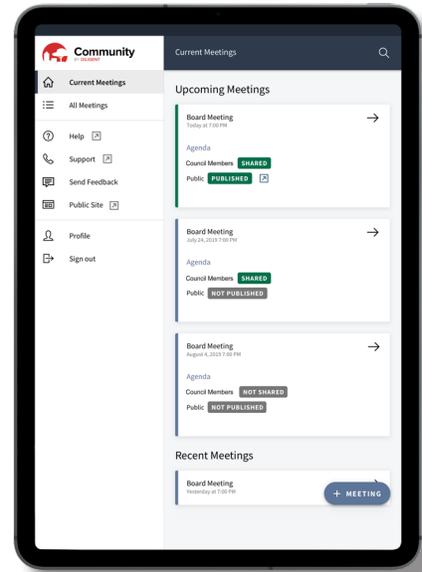
Community
BY DILIGENT

Introducing Community by Diligent

Powering modern governance for local government

Municipal governance has struggled to keep pace with today's landscape. In a world where seconds count, old governance practices aren't just out of date; they're exposing today's local governments to dangerous risks. Cyber breaches; violations of public meeting laws; community cultures gone awry. These are the things that governance gaps are made of. Simply put, good governance is a strategic advantage in today's digital world and the first step towards setting your community up for success is leveraging a modern governance solution.

Community by Diligent enables local government leaders and clerks to achieve excellence in modern governance. It supports responsiveness to their constituencies through an integrated set of technologies, insights, and processes that leverage Diligent's deep experience in offering digital governance solutions to public and private organizations of all sizes. Diligent has worked with BoardDocs and iCompass to build the next generation of meeting management software designed exclusively to meet the needs of local governments.



Built with a mobile-first approach, Community by Diligent equips local government leaders and clerks with a powerful technology solution that facilitates accessibility and transparency in an ever-growing digital environment.



Efficiency

The ability to drive the workflow in a predictable and transparent manner encourages responsiveness and makes the board process more effective. Leverage a fully secure, digital and streamlined process for meetings, including agenda management, document collation with status updates, and publication of final meeting materials and minutes



Transparency

Ensure full public visibility, from any device, into current and past board materials for all community members, including public notifications on updates and a full search capability.



Engagement

Community by Diligent's multi-platform mobile capability encourages accessibility and community participation in meetings as well as real-time collaboration among teams on the board.

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