



▶ Introducing

# Crowe Government Guide

Your exclusive source for  
on-demand consulting services  
within the public sector





# Welcome from Susannah Heitger

**Principal, Public Sector Consulting**

Hi, I'm Susannah. I'm a principal with the Crowe Public Sector Consulting team, and I'm one of those fortunate people who can say with all sincerity that I love my job.

Every day I talk to public servants who are committed to improving their communities. I get to support them on critical issues that affect millions of people in the communities they serve. I am deeply grateful for their trust as we work together to improve and modernize government services.

Through my work with the public sector, I have seen that challenges can arise without warning. And I've found the best way to support government agencies is to be an ever-present lifeline.

That's why we created the Crowe Government Guide – a flexible, on-demand service that gives you access to my team whenever you need it.

In the following pages, you'll learn about the many offerings available through the Crowe Government Guide and what it looks like to have a team of caring specialists in your corner.

Thank you for allowing Crowe to help transform your community. And if you ever have questions, please don't hesitate to reach out to me directly.

Sincerely yours,

**Susannah Heitger**  
Principal, Public Sector Consulting  
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## The public sector is ever-changing, and as complex challenges arise, you don't have time for roadblocks.

- ⊗ Inflexible processes inhibit response time
- ⊗ Tight budgets and resources restrict growth
- ⊗ Narrow project scopes don't account for evolution
- ⊗ Rigid contracts limit ongoing support

### ▶ That's where the Crowe Government Guide comes in.

When you need an on-demand lifeline, our subscription-based government consulting service provides a menu of offerings to choose from right when you need it. Our specialists are available to you, no matter how big or small the problem might be. Let us troubleshoot and guide you with one-on-one support tailored to fit your unique needs.

## Navigate tough decisions with on-demand services and the help of a trusted guide.

### On-demand services:



Project management and project management office (PMO) coaching



Confidential troubleshooting of tough issues



Benchmarking (peer comparison)



Procurement management



Market research and trends



Regulatory compliance services



Risk management

**When you subscribe to Crowe Government Guide, you'll receive exclusive member benefits, including an annual rapid assessment of your organization's capabilities.**



▶ Spotlight

# City of Aurora, Illinois

**How the Crowe Government Guide is helping one city become a beacon for transformative modernization projects**

Michael Pegues, the chief information officer (CIO) of the city of Aurora, the second largest city in Illinois, has been moving at lightning speed to modernize city services. The work he, his team, and Aurora's officials have done has been featured nationally as an example of how a city can implement a successful digital transformation strategy across multiple agencies through smart city strategies to improve the lives of citizens.

Crowe has been fortunate to serve as Michael's and the city's strategic adviser for over five years on various IT modernization initiatives. Crowe developed the city's first-ever strategic technology plan, and it has led the implementation of new technologies across city departments and provided strategy to help the city with its transparency open data policy and program rollout. More recently, the Crowe Government Guide has helped to pilot project management as a service (PM as a service) across the city to scale up its ability to deliver IT services supporting departments' needs for new software.



Crowe has served as a valued strategic adviser and helped my phenomenal IT team scale up our ability to deliver more, be more strategic, and move with greater agility. We are able to respond to citizen demand for expanded services with the flexible Crowe Government Guide subscription supporting us.

Michael Pegues, CIO, City of Aurora



## PM as a service for Aurora Fire Department

One example of how the Crowe Government Guide has helped city leaders to make an impact on the citizens they serve is our recent work with the city of Aurora's IT division and fire department.

The city's fire department needed a suite of software solutions fast – including a scheduling solution for first responders with complicated rotations, a platform for learning and training, and a more efficient timekeeping system. With multiple other high-priority system implementations in flight, the city's IT division engaged Crowe Government Guide in a PM as a service model to serve as the city's project manager and lead several third-party implementations in parallel, allowing city IT project managers to continue with other high-priority technology projects.

Scaling up the IT function increased the city's capacity, bringing the city further along on its journey toward modernization.



You are not alone. You can easily subscribe to Crowe Government Guide and have the necessary consulting resources at your fingertips when you need them the most.

**You don't need to worry when the next problem comes up. You'll have a dedicated team of specialists to guide you every step of the way.**

Reach out to get started today.



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