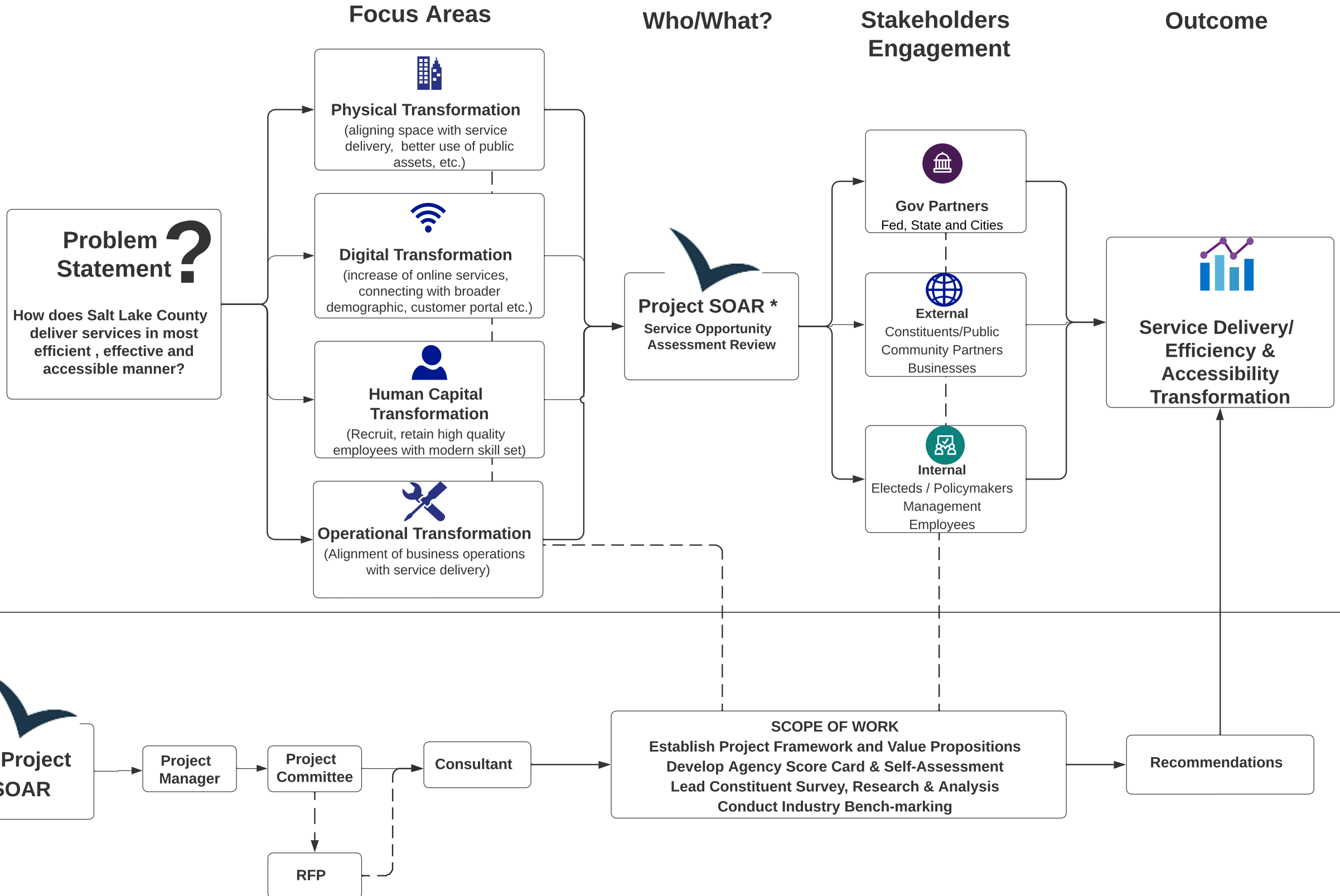


Salt Lake County Retooling Initiative



Service Opportunity Assessment Review (SOAR)

How does Salt Lake County deliver the right services in most efficient and effective manner?

What is SOAR?

SOAR is Service Opportunity Assessment Review to transform Salt Lake County's **physical, digital and human capital**

- 1. Physical Transformation:** Aligning space with services delivery, better use of public assets etc.
- 2. Digital Transformation:** Increase of online services, connecting with broader demographic, customer portal etc.
- 3. Human Capital Transformation:** Recruit and retain high quality employees with modern skills .

How?

Undertake a review of each organization in the County to:

1. Review existing services and potential services
2. Gauge alignment to policy goals and values of Salt Lake County
3. Review policy goal alignment with constituent needs as measured by customer inputs (surveys, focus groups, etc.)

Why?

So that the county can:

1. Ensure the proper allocation of scarce resource
2. Give the customers the services they want
3. Increase the efficiency of service delivery

CONSULTANT SCOPE OF WORK

**Establish Project Framework
and Value Propositions**

**Develop Agency Score Card &
Self-Assessment**

**Lead Constituent Survey,
Research & Analysis**

**Conduct Industry
Bench-marking**

**Make Transformation
Recommendations**

Salt Lake County Retooling Initiative Timeline

