



A GOVERNMENT TECHNOLOGY THOUGHT LEADERSHIP PAPER



Why Government Needs **Enterprisewide** Collaboration

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The first wave of government modernization focused on moving from paper to pixels and digitizing legacy processes. These efforts improved efficiency, but they created a problem for many state and local governments: digital silos that mirrored long-standing departmental silos.

Such fragmented operations contribute to redundancies, inefficiencies and friction.

“Someone who applies for a building permit isn’t just touching the building department — they’re potentially touching development services, the city attorney’s office and maybe even public works,” says Jennifer Parker, director of state and local government and higher education at monday.com, a leading work management platform. “The more complex and interconnected city life becomes, the more the seams between departments become visible and potentially frustrating to residents.”

To maintain public trust and improve the resident experience, agencies must function as a connected enterprise — one that unifies its people, processes and entire information estate.

Coral Springs: A Model for Connected Government

The city of Coral Springs, Florida, provides a roadmap for how state and local governments can make connected government a reality. The city used a single work management platform from monday.com to strengthen internal collaboration and better support the community.

The initiative started with improving events management. This was a great initial use case given the coordination of units for multiple city events — across parks and recreation, public works, emergency management, marketing and communications departments, vendors, volunteers and city leadership.

Before the shift to the platform, “there was almost like this decentralized management of events,” says Christine Parkinson, the city’s assistant director of

communications and marketing. The city also relied heavily on manual, inefficient processes, such as email, notes, spreadsheets, individual memory, phone calls and siloed department-specific processes. This approach didn’t scale as events got larger.

As an operational backbone, the work management platform brought visibility, clarity and efficiency to the city’s work. Key capabilities of the platform, which all city departments can use, include:

Task management. Coral Springs uses the platform to coordinate nearly 400 event programming tasks, including activities for its marquee July 4 parade. Tasks such as budget tracking, logistics and volunteer coordination live within specific project dashboards, with specified owners and supporting documents.

Templates and forms. Templates and forms allow Coral Springs to standardize processes, easily share information across departments and minimize redundant work.

“We have a template moving forward for that specific event. We’re not starting over trying to build it,” says Mike McNally, the city’s director of the arts and cultural enrichment.

Smart request routing. The platform also supports workflow automation.

For example, when the city receives an event request, it automatically goes into a queue for pending order requests. Relevant stakeholders are automatically notified as the request moves through the review and approval process, reducing delays and the time to finalize a decision.

Historical data for planning. Coral Springs houses nearly four years of event history within its work management platform. This creates a single, searchable source of truth for institutional knowledge, as opposed to scattered information across spreadsheets or employee memories.

“You don’t have to go call up a spreadsheet,” McNally says. “You can just go and search on the board.”



Creating More Connected Government

The platform's capabilities have given Coral Springs the following operational advantages beyond event management:

- Streamlined file and document management that eliminates silos and centralizes information
- Simplified vendor management through easy-to-access storage of vendor information, including exemption certificates, insurance documentation and workers' compensation policies
- Better reporting, operational metrics and budget tracking to support more informed resource allocation and stronger fiscal accountability

Those capabilities have also expanded the platform's role across city government. What began as an event management solution has evolved into a platform for cross-departmental collaboration, strategic planning and process optimization.

"It's a great example of working across many different departments and divisions," Parkinson says. "In some cases, hundreds of people may be involved on one board or one workspace. It's just a different angle on collaborating and project planning."

As adoption has grown, other departments — including Coral Springs' fire, EMS, arts and culture, and HR departments — have transitioned onto the platform. The fire department, for example, uses it to manage logistics and fleet operations. When departments collaborate on shared initiatives, each has visibility into the others' work, improving coordination while making it easier to share best practices across the organization.

For Parker, that level of coordination represents a strategic advantage.

"Cross-departmental coordination has to be treated like a strategic investment and not just an administrative convenience," Parker says. "Cities and other governments that get this right are going to outperform those that don't — and not just because they have more staff or bigger budgets, but because they're operating

as one coherent organization rather than a collection of separate ones."

Lessons for State and Local Governments

Focus on outcomes, not just technology. Coral Springs started with the result it wanted to achieve.

Other state and local governments must do the same and align operations or specific initiatives to resident outcomes. From there, they can integrate enabling technologies.

Foster shared accountability. Rather than relying on a single expert, create a single, easily accessible source of truth that democratizes organizational information.

Empower your team with knowledge. Timely data and historical insights are vital for more responsive service. A work management platform puts relevant data at employees' fingertips, driving transparency and better decision-making.

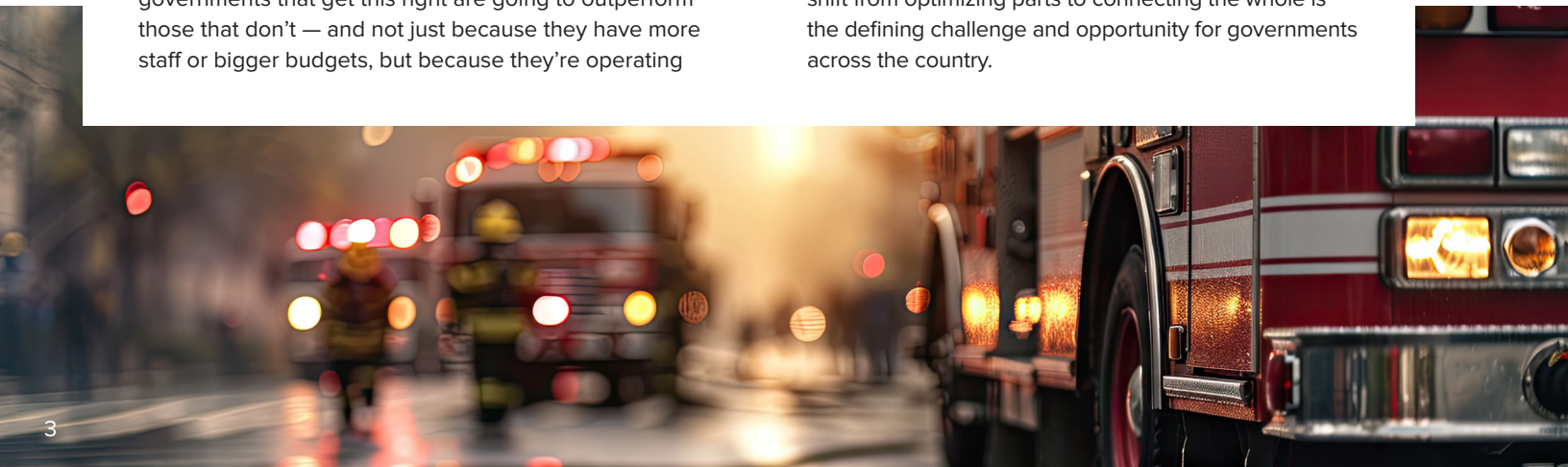
Learn and adapt. Creating connected government is a journey, not a destination. Just as Coral Springs did, other state and local governments will need to learn, adapt and continuously improve as their workstreams and projects evolve.

"When you look at Coral Springs today and its teams — from building and zoning to HR to arts and cultural enrichment — all are operating on the same platform," Parker says. "You can see what governmentwide coordination looks like in practice."

Conclusion

The ideal government transformation shouldn't be about a single department's efforts to become more efficient.

Rather, it should be about a city, county or state's collective ability to respond, decide and deliver. That shift from optimizing parts to connecting the whole is the defining challenge and opportunity for governments across the country.



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