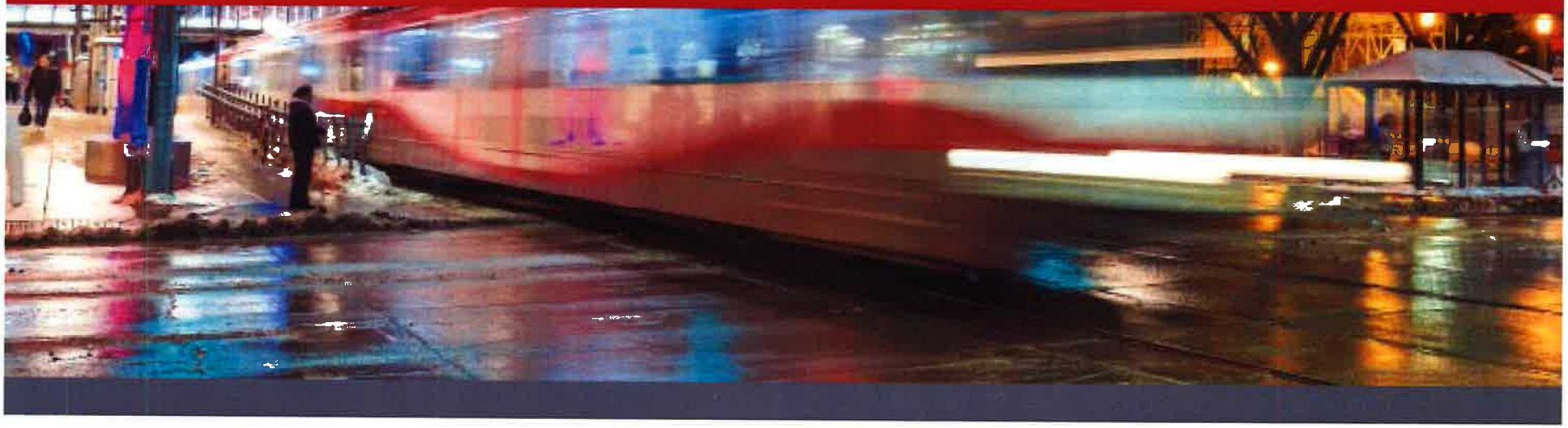
Calgary

Law Department
Presentation to Council

CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER
NOV 2 3 2016
ITEM Distribution
4.1 C2016-0863
CITY CLERK'S DEPARTMENT

Presented by:
Glenda Cole, Q.C.
City Solicitor

November 2016



OUR VALUE PROPOSITION

Capitalize on Opportunity → Evaluate Risk → **Achieve Outcomes**

OUR RETURN ON INVESTMENT

Opportunity

- ✓One City, One Voice
- ✓Early engagement
- ✓Client focused service
- ✓Risk evaluation

Outcomes

- ✓Intentionally accepted or managed risk
- ✓Achievement of outcomes on time, on budget and within scope

OUR CHANGING BUSINESS ENVIROMENT

Opportunity and Risk

COMPLEXITY

+

VELOCITY

+

VOLUME

=

INCREASED ACCOUNTABILITY

SERVICE DELIVERY MODEL REVIEW

INTENTIONALLY MANAGING OUR SERVICE DELIVERY

Client Engagement

Outlook

- Key Actions
  - Business process reviews (BPR) within Law and service improvement activities with key clients
  - A service delivery model review (SDMR) and client needs and satisfaction survey are required concurrent with Law's zero-based review (ZBR)
- Key Investments
  - Dependent upon outcome of BPR, SDMR, client survey, and ZBR
- Anticipated Challenges
  - Law and its largest and busiest clients are engaged in concurrent reviews
  - Complexity, velocity and volume of projects and transactions that benefit from Law's involvement will continue to increase throughout the reviews

Story Behind Performance

- Law's effectiveness is directly linked to the timeliness of its involvement. Law has been successful at securing earlier engagement with clients. However, the increased complexity, velocity and volume of clients' requests now sometimes outstrips Law's ability to deliver service within desired timeframes.
- Law's resources must be devoted to the achievement of The City's highest value, impact and risk projects, transactions and initiatives.

QUESTIONS?