

# BEST PRACTICES FOR THE ADOPTION OF SOFTWARE BY LOCAL GOVERNMENTS FROM COMCATE



"The biggest wins come when staff are included in initiatives that affect them. Otherwise, leadership and staff are out of sync, which makes getting buy-in much harder."

Larry Breceda, Public Safety Manager,  
City of Duarte, CA

## EXECUTIVE SPONSOR

Identify an executive sponsor that will **gather support, communicate goals, and overcome resistance** from senior staff.

## SEARCH COMMITTEE

Build a team that includes **staff from impacted departments** to identify needs and champions

## SELECTION CRITERIA

Ask Search Committee members to return to their **departments** to **identify must-have and nice-to-have features**

## COMMUNICATE

**Share progress early and often** with Search Committee members and their departments

## PROCESS MAPPING

Once software is purchased have teams **map their processes for implementation**

## TRAIN THE TRAINER

Enlist **Search Committee members** to train their teammates so when hiccups happen things **stay positive**

## SOFT LAUNCH

**Go live quietly** so staff can get used to the software before there's a flood of activity

## LIMITED LAUNCH

Consider going public with **limited categories** so staff aren't overwhelmed

## BE PATIENT

Change is hard so **be kind** with yourself and others by **being supportive**

## SHARE SUCCESS

Have appointed and elected officials **share your successes far and wide**

## REGULAR CHECK-INS

Check in with staff to understand **what's working, what's not, and what can be addressed**