The DICE / DID Way: A Sustainability-First Approach to Modernization

Our Goal:

To build a high-efficiency county service infrastructure that scale and improve the quality, speed, and accessibility of public services as community demand grows, without requiring proportional growth in buildings, hardware, travel, or material consumption. This approach reduces long-term capital and operating costs while lowering the resource intensity of public service delivery.

I. Our Strategic Philosophy: Simplification & the Right Tool Principle

We begin with a foundational premise:

The most sustainable process is the one that no longer needs to exist.

Simplification First:
Before applying any technology, we examine whether a task or approval step is necessary. Eliminating redundant work reduces staff time, system load, hardware demand, and error-driven rework. This produces larger, more durable environmental benefits than software alone.

Automation Where Appropriate:
For the majority of routine workflows, lightweight automation provides the lowest-resource solution. These tools run on existing infrastructure, require no additional dedicated hardware, and add minimal incremental system demand, making them the default sustainability choice.

Purposeful AI:
AI is reserved for problems that cannot be solved with simpler tools, such as interpreting complex regulatory language or navigating large, fragmented knowledge systems. This “right tool” policy prevents unnecessary high-intensity compute use.

II. The “Avoided Growth” Framework

As local government workloads increase due to regulatory and demographic requirements, our responsibility is to meet this demand without proportional physical expansion.

Decoupling Growth from Footprint:
We aim to deliver a higher volume of services within our existing facilities and infrastructure, lowering the long-term resource intensity of government operations.

Expanding Service Without Expanding Infrastructure:

This model allows the counties to introduce new services, improve response times, and increase public access without requiring additional facilities, additional storage, or duplicated departmental systems. Environmental benefit is achieved not by limiting service, but by increasing public value within a stable physical footprint.

Capital Deferral as a Climate Strategy:
By increasing service capacity, we defer or eliminate the need for new office construction, leased space, and expanded storage. For local government operations, avoided construction represents one of the largest available reductions in lifecycle environmental impact.

Travel Abatement:
When residents can complete a transaction correctly in a single online interaction, we reduce required trips and repeat visits — the highest-carbon portion of most public service interactions.

III. Current Implementation

We are actively building the operational foundation for this model through:

Process Streamlining:
Department-by-department workflow audits to remove unnecessary steps and shorten service cycle times.

Infrastructure Consolidation:
Transitioning from fragmented, department-specific systems to a shared architecture that reduces duplicated always-on technology and extends the life of existing hardware.

Modern Service Delivery:
Designing digital services so residents can complete transactions without printing, mailing, or in-person follow-up.

IV. Prudence, Measurement, and Transparency

Sustainability in digital government requires continuous, rigorous evaluation.

Metric	Sustainability Indicator
Service Volume per Sq. Ft.	Capacity to grow without new building construction
In-Person vs. Digital Ratios	Proxy for transportation demand reduction
Legacy System Retirement	Reduction in total always-on hardware
Print & Mail Volume	Reduction in physical material lifecycle

Pragmatic Adoption:
We prioritize tools that produce measurable efficiency gains and avoid adoption that does not.

Responsible Procurement:
Environmental performance and resource efficiency are considered alongside cost and functionality when selecting vendors and platforms.

Conclusion

The DICE / DID roadmap treats modernization as a climate and resource strategy.

This approach allows the counties to expand what we do, improve how well we do it, and reach more residents, while stabilizing the physical and environmental footprint required to deliver those services.