



HARVARDKennedy School

Government Performance Lab

Rental Services Commission Meeting

A Results-Driven Approach to Designing a Rental Registration Platform

November 19, 2019

Agenda

- Introduction (Matthew Tschabold and Antoinette Pietka)
- Overview of the Government Performance Lab
- Logistics
- Discussion questions
- Wrap up

About the Government Performance Lab

**The Harvard Kennedy School
Government Performance Lab helps
state and local governments transform
how they deliver services to residents**

GPL's mission is to help governments accelerate progress on persistent social challenges and strengthen core functions, such as how governments procure and contract for high priority products and services

Our approach: Results-Driven Contracting (RDC)

Results-Driven Contracting involves:

- **Up-front planning to create a vision of success and align problems/needs with strategic goals**
- **A problem-based approach to procurement that invites a range of solutions**
- Developing a set of performance metrics for governments to track, and potentially incentivize, progress
- Actively managing contracts to improve service delivery

Our engagement with the City of Portland

- Seven-month project with the City of Portland in which the Government Performance Lab is providing pro bono technical assistance.
- Our focus is on improving aspects of the technology procurement process, including enhancing communication and stakeholder engagement around technology procurements.
- We are providing support on selected upcoming technology RFPs, which can serve as models for taking a results-driven, problem solving approach to procurement.

Logistics and objectives

- Five discussion questions on the following slides to gather your feedback and thoughts about a technology solution for a rental registration platform.
- Objective: high-level brainstorming to gain clarity on the objectives, intended outcome, and business challenges a rental registration system/platform will address.
- Matthew will facilitate to ensure everyone has an opportunity to share their opinion.

Discussion question 1: problem definition

- What problem(s) or gaps will this new rental registration system/platform address?

*“Right now, the City of Portland cannot do **XYZ** without this system in place.”*

*“Right now, **XYZ** group faces a burden, constraint, or business challenge without this system in place.”*

*“Right now, **XYZ** policy, program or policy cannot be advanced without this system in place.”*

Discussion question 2: visioning

- Let's imagine a few years from now, when a technology solution is in place.

What will the City of Portland be able to do differently once this solution is in place?

How will this solution address the problems or gaps we discussed in the previous question?

What do you want people to think, feel or practice that they didn't before the introduction of this rental registration platform?

Discussion question 3: landlords/rental owner needs

Let's now think about the different groups of people this technology impacts.

Landlords/rental owners:

- What product features might they like to see?
- What needs and desires do they have?
- How might we design a solution that meets their needs?

Discussion question 4: renters and residents needs

Let's now think about the different groups of people this technology impacts.

Renters and residents:

- What product features might they like to see?
- What needs and desires do they have?
- How might we design a solution that meets their needs?

Discussion question 5: City of Portland and partner agency staff needs

Let's now think about the different groups of people this technology impacts.

City of Portland and partner agency staff:

- What product features might they like to see?
- What needs and desires do they have?
- How might we design a solution that meets their needs?

Wrap up

- Are there other groups of stakeholders you'd like to speak about?
- Do you have additional thoughts that weren't covered in the previous discussion questions?