



# STRATEGIC INFORMATION MANAGEMENT CONSULTING & SYSTEMS UPDATE FOR KING COUNTY DISPUTE RESOLUTION CENTER

King County Dispute Resolution Center (KCDRC) is a local nonprofit providing affordable mediation and other conflict resolution services to individuals, businesses, and families in pursuit of justice and peace. These services are provided by around 10 office staff and 50 volunteers who care deeply about developing alternatives to our current justice system.

Recent loss of major funding has placed heavy pressure on KCDRC's people, processes, and information systems, which must now function more competitively in pursuing funding. Our capstone team tried to build a strong relationship with people at KCDRC as a basis for introducing tools and system improvements that will help them pursue donors, clients, grants, and volunteers more effectively and efficiently.

## APPROACH

People first, not tools! Constantly question what value and impacts these tools have in non-corporate, service-oriented spaces.

Don't make it sexy; don't perform technical expertise. Demystify and stay humble.

Constantly (re)read the environment, reorient and rescope the project as needed.

## OUR WORK

2 stakeholder meetings to discuss strategic landscape, goals, and potential interventions

3 meetings with 3 stakeholders and subject matter experts to develop workshops

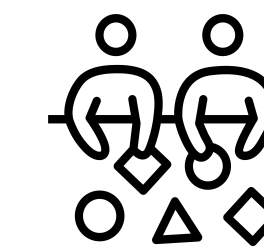
Literature review and 5 meetings with subject matter experts regarding best practices for nonprofit marketing, grant writing and grant application management, volunteer management, donor and partner relations

5 meetings with 8 stakeholders, plus review of forms, reports, and website — analyzing document and data management in Small Claims Court, Training, and Community Outreach programs

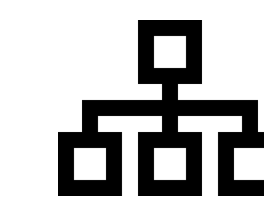
## DELIVERABLES



Strategic information management assesment and project proposal



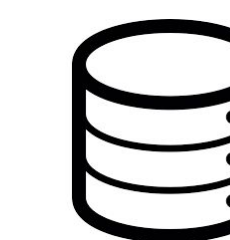
Process documentation and strategic mapping workshops



Organizational chart



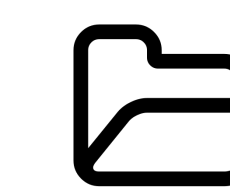
Strategic recommendations for process and system improvements



Database integration and templates for marketing and donor relations



Project management solution for fundraising activities

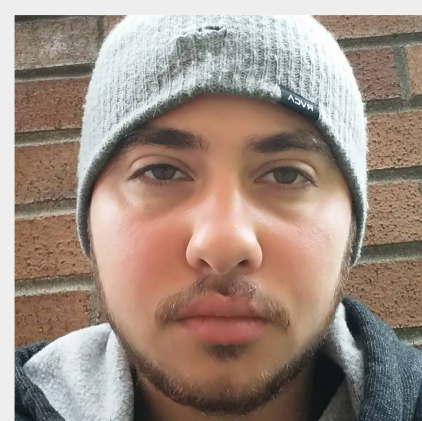


Document migration and preservation plan

## TEAM CICADA *information serving people*



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## CREDIT & THANKS

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