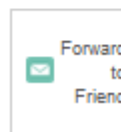




**Spencer Stern**  
Founder & President

At **STERN CONSULTING**, we are a seasoned team of public sector technology and process experts that have no affiliation with any software, hardware, or implementation firms. We have a long-standing record of accomplishment of delivered unfiltered, unbiased, tangible results to our clients.

**STERN CONSULTING** has worked on a variety of municipal projects from conducting up-front needs assessment to supporting implementation efforts. Some of the services we have delivered to multiple clients include: change management; Social CRM; Business Process Re-engineering (BPR); Business Case Development; ROI Analysis; RFP Development; Communication Plans; Hardware and Software Recommendations, and; Contract Negotiation Support.



## Government Social Media Assessment, No Charge

At Stern Consulting, we understand how difficult it can be for governments to keep up with their constituents' communication trends. In these challenging times of stagnant revenues and growing expectations, officials must make cost effective decisions regarding the best ways to communicate with their citizens. That's why Stern Consulting is offering their expertise for a 30 minute consultation at no charge or obligation. Just provide us with the answers to four multiple choice questions in the survey link below, so that we can provide you with quality information. For more information on this offer, contact Jack O'Byrne at [jack@sternconsultinginc.com](mailto:jack@sternconsultinginc.com) or 540/998-7462. [Click here for brief survey](#)



### The Greatest Danger...

*in times of turbulence isn't the turbulence - It is to act with yesterday's logic.* This quote by management guru Peter Drucker is very relevant today. Citizens' expectations of government have been ratcheted up significantly and utilizing the previously deployed approaches to address constituent's concerns may no longer be successful. [More Continued...](#)

### In the News

The City of Elgin, IL, a long-term Stern Consulting client has launched their 311 Call Center. For more details on Elgin's success please [click here](#).

#### Speaking Engagements:

*Illinois Government Finance Officers Association (IGFOA) Annual Conference*

Spencer Stern will be presenting at the IGFOA annual conference which will be held on **September 8 - 10** at the Bloomington/Normal Marriott. Spencer will be presenting on Social Media on **September 9 at 9:20CT**. For more details please [click here](#).

Spencer Stern will be leading several workshops in the Midwest on with the *Alliance for Innovation on How to Deploy an Enterprise-wide Social Media Program*. For more information please [click here](#) or contact Greg Stoka at [gstopka@transformgov.org](mailto:gstopka@transformgov.org).