



## Resolute Bay case study





## Customer Overview

The Municipality of Resolute Bay is an Inuit hamlet on Cornwallis Island in Nunavut, Canada. The small municipality is Canada's second northernmost community, with only around 200 residents.

Until very recently, the remote town had no access to broadband internet, but with the introduction of the Starlink satellite internet in December 2022, the community was determined to bring their local government into the 21st century.

**Customer:** Municipality of Resolute Bay

**Industry:** Local Government

**Location:** Nunavut, Canada

## The Challenge

### Digitizing Workflows and Engaging Local Citizens

Firstly, the Municipality needed help digitizing current workflows. According to Ian Dudla, Chief Administration Officer, with no reliable access to the internet, the previous board meeting preparation process was very manual. He explains, "[it] was very manual and labor intensive... you would have to compile it, print it, check it, stuff the envelope, and hand deliver the packet."

Next, while the introduction of broadband internet in Resolute Bay has been a 'revolutionary change' for the community, another challenge lies in engaging citizens with new technology. Ian points out, "We live in a different time, technology is just starting to come around."

A final challenge facing Resolute Bay was that there is a legal requirement to publish a translated copy of meeting minutes in the local language Inuktitut. Inuktitut, also known as Eastern Canadian Inuktitut, is one of the principal Inuit languages of Canada and is made up of syllabic characters. Until recently, the municipality had not been aware of a governance solution that could support the public posting of documents in this language.

“With this new application, it has solved many problems for us; the [meeting preparation] process now runs much smoother and organizing a meeting is a pleasure now.”

**Ian Dudla**  
Chief Administration Officer,  
Municipality of Resolute Bay

## The Solution

### Diligent Community Technology Assisting Local Municipalities

After considering other solutions, Resolute Bay decided to go with Diligent Community due to its intuitive and user-friendly interface. It was also important to them that the product was in active development.

Resolute Bay has worked with Diligent to add the required language capability to the Diligent Community product so meeting minutes can now be accessed by citizens via the public site in their native tongue.

With an increasingly reliable internet connection, the ability to livestream council meetings is becoming more of a reality — they are currently exploring Diligent Community's BoxCast Live Streaming integration.

## The Results

### Diligent Community Delivering Transparency

When asked how the implementation of Diligent Community has impacted his role, Ian said:

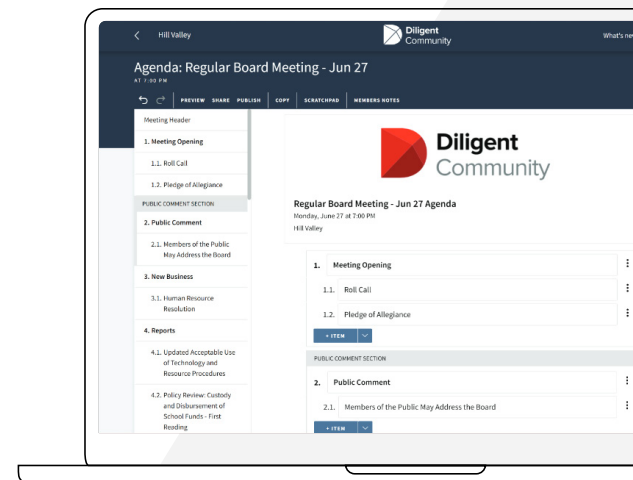
"With this new application, it has solved many problems for us the [meeting preparation] process now runs much smoother and organizing a meeting is a pleasure now."

Resolute Bay also found the implementation process very smooth, with the support of a knowledgeable Implementation Specialist. They have already started to see the benefits of a transparent public website.

Ian says, "Once the agenda is published online, there is greater awareness in the community and beyond. We have community members subscribing to the new service so that they are informed when the next council meeting will take place. The stakeholders are better informed. It appears that Resolute Bay is the only municipality in the territory of Nunavut that uses this technology, and it helps create visibility."

**“** It appears that Resolute Bay is the only municipality in the territory of Nunavut that uses this technology, and it helps to create visibility within our community.”

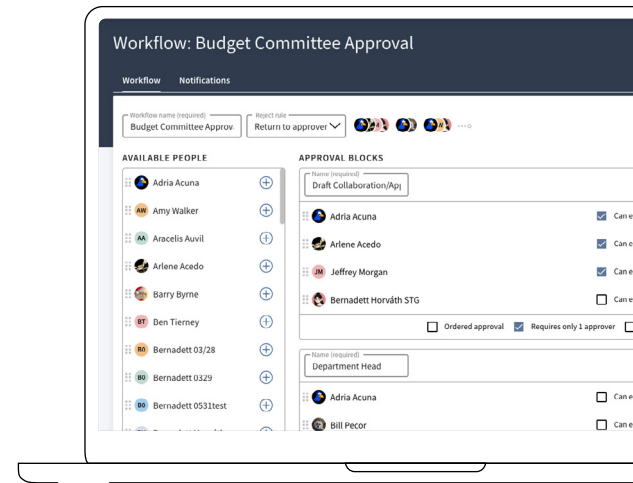
**Ian Dudla**  
Chief Administration Officer,  
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## The Future with Diligent Community

The Municipality of Resolute Bay are embracing the technology and are keen to start to experiment with more of the product's features. After attending a product webinar by Diligent, where Ian learned about Diligent Community's workflow management feature, he is now using the tool to establish workflows and add more structure to the agenda creation and approvals process.



### Drive efficiency and save time to focus on what matters most

- Automated agenda creation through templates and submitted items
- Comprehensive full-cycle meeting management
- Streamlined workflow and approval process
- One-click to publish and distribute agendas and minutes
- Full Agenda packet downloads and printing capabilities

### Facilitate stakeholder and community engagement

- Public subscription to agenda notification
- Real-time access to meeting progress and digital voting results
- On-demand meetings with time stamping
- Manage remote or hybrid public meetings effectively
- Secure access to meeting materials and digital annotations from any device

### An inclusive solution to connect with your community

- Public portal and request to speak for transparency and accessibility
- Compliant with ADA and WCAG2.1AA
- Intuitive and searchable design
- Ensure open meeting law compliance
- Most relevant and current information easily accessed
- Live-streamed meetings with closed captions

## Meeting Agenda and Governance Management for Modern Communities

Diligent Community is the next-generation governance and civic engagement solution for public organizations that simplifies the end-to-end agenda and meeting management process. Easily manage complex governance tasks in hybrid environments and significantly reduce prep time to focus on what's important. Our unified experience empowers board administrators and leaders to advocate for their mission while seamlessly connecting with the public to address critical community issues.

**Learn more about Diligent Community**  
[community@diligent.com](mailto:community@diligent.com) | [diligent.com/community](https://diligent.com/community)