

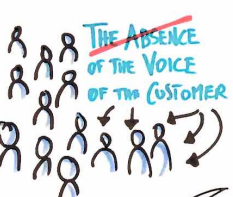
2018 B-FAST SEMINAR
 HOSTED BY Terry Gertson, John Marshall, Bill Valdez
 Coming home to you soon!

SHARED SERVICES

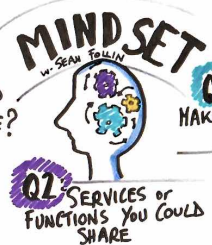
BLISTING MYTHS

SURROUNDING A POWERFUL TOOL FOR AGENCY REFORM

PMA OBSERVATIONS
 w/ DUSTIN BROWN

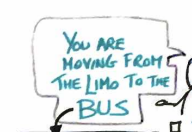


Q1: WHAT DID YOU LAST SHARE?
 AND WHY?



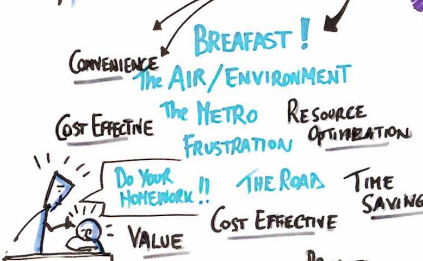
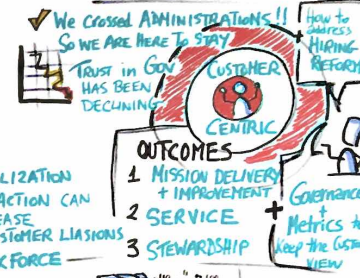
Q3: WHAT MAKES SHARING HARD?
 Mission Critical Items
 IT (Augmentation)

- THERE ARE DIFFERENT KINDS OF SHARING
- I.P.
 - Premature Transformation
 - IT Firewalls
 - Too Much, Too Fast
 - OBSOLESCENCE
 - Loss of I.D.
 - ESSENTIAL ELEMENTS OF WHAT MY AGENCY DOES
 - I'M FORCED TO NOT SHARE but I CAN BRING IN A CONTRACTOR
 - PAY MAIL CHOW
 - TRANSITION COSTS
 - Loss of PERSONAL CONNECTION
 - PROCESSING-TIMELINES



LESSONS in MYTHBUSTING
 ROWAN HIRAWA + ANGIE GRAZIANO

- TOO MANY DIVERSE SYSTEMS
- SPAN of CONTROL
- INCONSISTENT SALARIES
- WEAK REPORTING + CONTROLS
- SYSTEMS-FOCUSED vs OPS
- SIMPLE + MILITANT CENTRALIZATION DOESN'T WORK
- VOICE of CUSTOMER SHOULD DOMINATE
- SLA's + OLA's ARE CRITICAL in OUTSOURCING
- CENTRALIZATION CAN INCREASE CUSTOMER LIASIONS
- SATTISFACTION CAN INCREASE
- WORKFORCE
- SPECIAL SNOWFLAKE SYNDROME
- SURPRISE COSTS
- VIRTUALIZATION
- RESPONSIBILITY
- BE DELIBERATE Start by a HIGH COMMODITY
- THIS IS AN ONGOING EFFORT
- FDA + MIL 1 DAY Delivery
- Rising Costs



- SURGE VOLUMES
- PARTIAL PTE needs
- GIVE THEM CHOICE
- SHOW COST EFFECTIVENESS
- KNOWLEDGE + INSIGHT To SHOW TRANSPARENCY
- WHEN IT'S STANDARDIZED
- REPORTING + AUDITING (FINANCIALS) Scalable
- HR
- MASS TRANSIT BENEFITS PROCESSING
- SHUTTLE SERVICES
- BURN BAG FACILITIES



Q4: EXAMPLES of GREAT CUSTOMER EXPERIENCE



- SOUTHWEST + Transparent + Predictable + FREE DRINK COUBONS
- PAYROLL PROCESSING Highly Standardized TSB
- DIFFERENCES: BIG AGENCY vs SMALL
- CONSISTENT + CLEAR COMMUNICATIONS
- WHEN YOU ARE NOT THE BIGGEST ELEPHANT

- Why Not?
- Loss of Control
 - SACRIFICE
 - HEALTH CONCERNS
 - DIVERSE NEEDS
 - Loss of Resources
 - 1-WAY ONLY
 - FAIRNESS ISSUE
 - EXPOSURE + VULNERABILITY
 - COMPROMISE

SHARED SERVICES LEADERSHIP COALITION
 We Accelerate SHARED SERVICES



We help Government Work BETTER

