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SSLC News | Spring 2024

SHARED SERVICES LEADERSHIP COALITION NEWS



SPRING 2024 NEWSLETTER

FROM THE CHAIR - BY STEVE GOODRICH

SSLC is Stepping Up Our Support to Help Government Achieve

SSLC has embarked on a bold agenda to dramatically help transform shared services across the federal government. We are bringing strong expertise and thought leadership to engage and guide decision makers, and to create and implement optimal solutions. Our goals are to help the government design and transform the way common services are delivered to improve efficiency and effectiveness, save money, and improve services. Other sectors are much more advanced than the federal government, having paved the way and allow us to learn. Advanced technologies exist and are ready for application. Yet challenges exist which must be addressed head on.

Recently we laid some groundwork by helping OPM create a model business case, profiled common metrics, created a transformational process, and made initial policy recommendations to dramatically strengthen and lay the groundwork. We are working with the Administration and Congress to shape the way forward and are

designing a most effective operating and business model. In addition, OMB and GSA are working on improving governance, and the QSMOs are driving the marketplace, developing standards, and developing performance metrics.

OMB M-19-16 provides great guidance for shared services but its requirements have not all been realized and stronger statutory and executive action is needed. Shared services need a mandate, the right business model, and a clear path for funding and modernization. We need stronger governance, accountability, and an optimized operating model. Duplication of systems needs to be reduced, advanced technologies are needed, and we need to address staffing challenges with a strong investment. Industry stands ready with innovations, and support, and GenAI is clearly a game changer for shared services.

This year will be busy and we will keep you apprised of progress and achievements. We also need your support. If you have ideas, data, successes, or challenges we want to hear from you. If you desire to participate in a research project or working group, our arms are open, please let us know.

Together we can ensure shared services contribute to mission delivery and the efficiency and effectiveness of our government.



SSLC Board Chair, Steve Goodrich, discusses SSLC's policy recommendations at Shared Services Summit.

Shared Services Summit a Hit!

The 2024 Shared Services Summit, co-sponsored again this year by SSLC and ACT-IAC, was a hit for the 200 or so government and industry leaders who registered and attended. Among highlights were a solid message of support from OMB's Federal Workforce Branch Chief, **Kristy Daphnis**, a presentation by SSLC Board Chair, **Steve Goodrich** on SSLC's policy recommendations to advance shared services, and insights from a host of government and industry leaders on topics ranging from leveraging AI in shared services delivery to empowering agency Senior Accountable Points of Contact (SAPOCs). The program also featured award presentations to six leaders for their career-long contributions to advancing shared services: former OMB Controller, **Dave Mader**; **Dan Chenok**, Executive Director, IBM Center for the Business of Government; **Jackie Jones**, Deputy Assistant Secretary of Administration, Department of the Interior; **Ken Newton**, Director of Service Delivery, NASA Shared Services Center; **Stephanie Mango**, President of CGI Federal; and **Tim Rund**, Shared Services Practice Leader, The Clearing. The Summit sessions were recorded and are available for registered participants to review on demand on the ACT-IAC website.



OMB leader Kristy Daphnis delivers positive message of support to Shared Services Summit.



Jackie Jones, Deputy Assistant Secretary of the Interior, receives Shared Services Leadership Award from SSLC Founder and CEO John Marshall and Board Chair Steve Goodrich at Shared Services Summit.

Policy Initiatives Underway

Under the leadership of SSLC's government affairs consultant, Nigel Stephens, SSLC is actively engaged in discussions with Congressional and Executive Branch leaders about ways to accelerate shared services implementation. Two recently released reports are the focus of these discussions: SSLC's [Initial Policy Recommendations](#) and [Opportunities for Management when Budgeting](#), produced in partnership with the IBM Center for the Business of Government. Indications are positive that roundtable educational sessions will be scheduled this year with the House and Senate management committees. Together, these reports not only offer a roadmap for accelerating shared services to full operational capability across the government, but for creating traction points for management initiatives like shared services in the Federal budget process. We look forward to engaging SSLC members in these discussions as fully as space and timing constraints permit.

New Committees and Working Groups Starting Up!

Earlier this year, SSLC launched two new committees to engage more members in our activities and better leverage the collective talents and influence of our community. The Membership Committee, led by Matthew Cornelius of Workday, and the Program Committee led by Elizabeth O'Neil of CGI Federal, are underway. Four new initiatives will start up this month: a **Marketing and Communications Committee** to develop and execute a marketing and communications strategy; a **Legislation/Policy Working Group** to profile existing and proposed legislation and Executive Branch policy impacting Federal shared services; a **Financial Modeling Working Group** to explore business models and modernization investment approaches for Federal shared services; and an **Advanced Technology Working Group** to identify and profile use cases of advanced technologies (GenAI, AL, ML, BOTs, etc.) and use of self-service and touchless processing in shared services delivery. All committees and working groups are open to SSLC members in good standing and government stakeholders. If you'd like to learn more or are ready to

jump in, please contact John Marshall at JohnMarshall@SharedServicesNow.org. There's no better way to directly support the advancement of shared services and expand your professional network than through "hands on" participation in the business of SSLC. We look forward to hearing from you!

Prestigious Think Tank Features SSLC-IBM Center Report!

The American Enterprise Institute, an important public policy institution, recently convened a program focused on [Opportunities for Management when Budgeting](#), a report published by SSLC and the IBM Center for the Business of Government. The program featured a 45-minute discussion between the report's author, Dr. Steve Redburn of the Trachtenberg School of Public Policy and Public Administration at George Washington University, and Jim Capretta, AEI Senior Fellow, on ways the budget process might be transformed to drive management initiatives like shared services more effectively across the government. That AEI takes these issues seriously is a positive sign that the time might soon be ripe for real reform to happen. [Watch this insightful discussion here.](#)

Grants RFI Is Live!

The Grants Quality Service Management Office (QSMO) Commercial Market Research Request for Information (RFI) is live via GSA Market Research As a Service (MRAS) at https://feedback.gsa.gov/jfe/form/SV_6fBuadvAiXxdUbk and will remain open through Tuesday, April 30, 2024. This RFI will enable the Grants QSMO to gather market research data on commercial options for grants management solutions and services, expanding and improving the marketplace tools we can make available to federal awarding agencies. The RFI is designed to solicit feedback from vendors that will address agencies' priorities in the grants management space and allow the Grants QSMO to recommend high quality commercial solutions for agency system modernizations. If you have questions, please contact: GrantsQSMO@hhs.gov



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