How a Strong Governance Process Works for Providers and Customers

**Government Plans for Shared Services:**
- IT Modernization
- Transparency
- Workforce

**Goals:**
- $2 Billion / yr
- $2 Billion Savings over 10 years

**Central Coordination**
- Lessons Learned:
  - More targeted focus
  - Hold a long-term lens
  - One size does not fit all
  - Plan for IT investment
  - Design success metrics

**Q&A:**
- How does an agency back out of shared services?

**Budget:**
- Leverage the investments private industry is making

**Next Steps:**
- Completion of the Stanards

**Panel:**
- How to Leverage the Voice of the Customer
- Stay true to your mission during uncertain times
- We have 36,000 employees
- We have cost, tax, surveys
- Customer service boards

**Funding:**
- Panel: How to Leverage the Voice of the Customer
- We are in the process of migrating
- We strive for consistency across administrations by breaking the barriers

**Accountability is driven with metrics**
- Demonstrated paper, service agreed by contract

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