

SHARED SERVICES BREAKFAST SEMINAR

HOW A STRONG GOVERNANCE PROCESS WORKS FOR PROVIDERS AND CUSTOMERS

WEDNESDAY
MAY
2

GOVERNMENT PLANS for SHARED SERVICES:

- IT MODERNIZATION
- TRANSPARENCY
- WORK FORCE

GOALS:

Costs: \$ 27 Billion / yr.

\$ 2 BILLION SAVINGS OVER 10 YEARS

CENTRAL COORDINATION

Q & A: An ESCALATION PATH EXISTS

HOW DOES AN AGENCY BACK OUT OF SHARED SERVICES?

- LESSONS LEARNED:**
- MORE TARGETED FOCUS
 - HOLD A LONG TERM LENS
 - ONE SIZE DOES NOT FIT ALL
 - PLAN for IT INVESTMENT
 - DESIGN SUCCESS METRICS

GOVERNANCE VOICE of the CUSTOMER

MACRO STANDARDS (GOVERNANCE COUNCIL BOARD)

CUSTOM SOLUTIONS (MATER)

PEOPLE SERVICES (SERVICE MGMT. OFFICE)

COMPETITION + SCALING

HOLDING A DELICATE BALANCE

TORB advisory board

There is a role for Govt in this space

PROVIDING A LIMITED VARIETY OF CHOICE

BUDGET

LEVERAGE the INVESTMENTS PRIVATE INDUSTRY is MAKING

NEXT STEPS

COMPLETION OF THE STANDARDS

SHARED SERVICES LEADERSHIP COALITION

NATIONAL ACADEMY OF PUBLIC ADMINISTRATION

SENIOR EXECUTIVES ASSOCIATION

HOSTED BY

FUNDING

Rhea Hubbard OMB: We should focus on breaking down SILOS + creating a COMMON LANGUAGE

PANEL: HOW to LEVERAGE the VOICE of the CUSTOMER

PROVIDER Tom Moir OESS: We are short 36,000 employees

CUSTOMER Jeff Koch OAM: We are in the process of migrating

We leverage CUST. SAT. SURVEYS + CUSTOMER SERVICE BOARDS

We strive for consistency across ADMINISTRATIONS by passing the BATON

STAY TRUE to your MISSION during UNCERTAIN TIMES

ACCOUNTABILITY is DRIVEN with METRICS + DEMONSTRATED BETTER SERVICE + AGREED by CONTRACT

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