



# Shared Services Forum

## Spotlight Presentation



## Department of Transportation (DOT) Shared Services Program Management Office (PMO)



# Today's Forum Agenda



## **Background**

History of Shared Services at DOT



## **Context:**

Breadth of DOT's Shared Services & Focus Areas for Today  
Vision for DOT's HR Shared Services & IT Acquisitions Shared  
Services Initiatives



## **Key Successes:**

DOT's HR Shared Services & IT Acquisitions Shared Services  
Initiatives



## **Key Challenge:**

Managing Anxiety During Continuing Resolutions



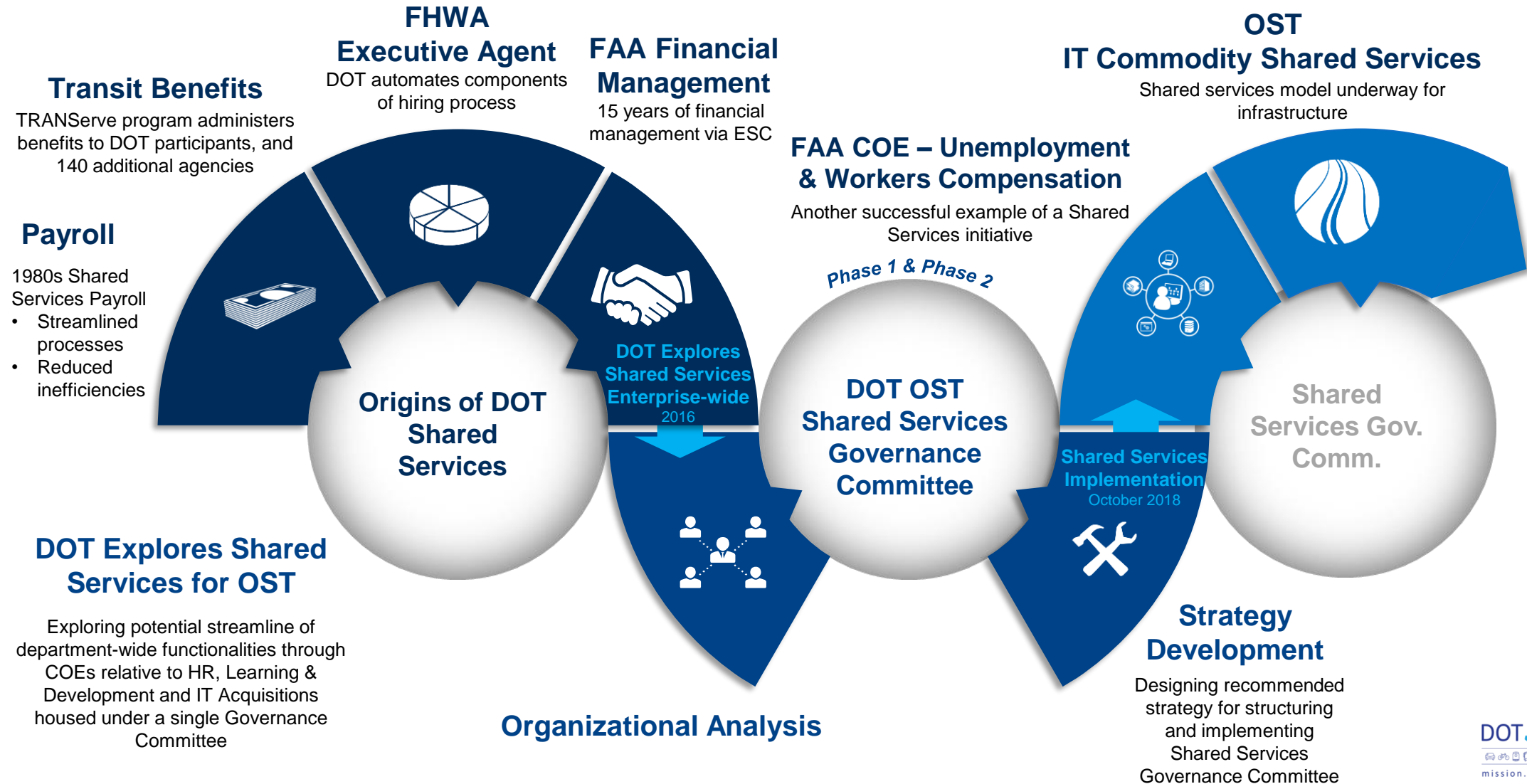
## **Additional Discussion Questions**





# History of Shared Services at DOT

Four decades of successful Shared Service Solutions led to Governance Committee establishment.





# The Breadth of DOT's Shared Services Initiatives

Today DOT takes a holistic approach that spans across IT, Acquisitions, and HR with a goal of creating Centers of Excellence managed by a centralized PMO.



## Shared Services Program Management Office (PMO)

Provides oversight and fosters cross-functional collaboration

**Scope** includes all modes (excluding FAA). **The Goal** is for customers to receive high-quality service, seamlessly delivered via a model that is more streamlined, consistent, efficient, and innovative.



Information Technology



Human Resources



IT Acquisitions

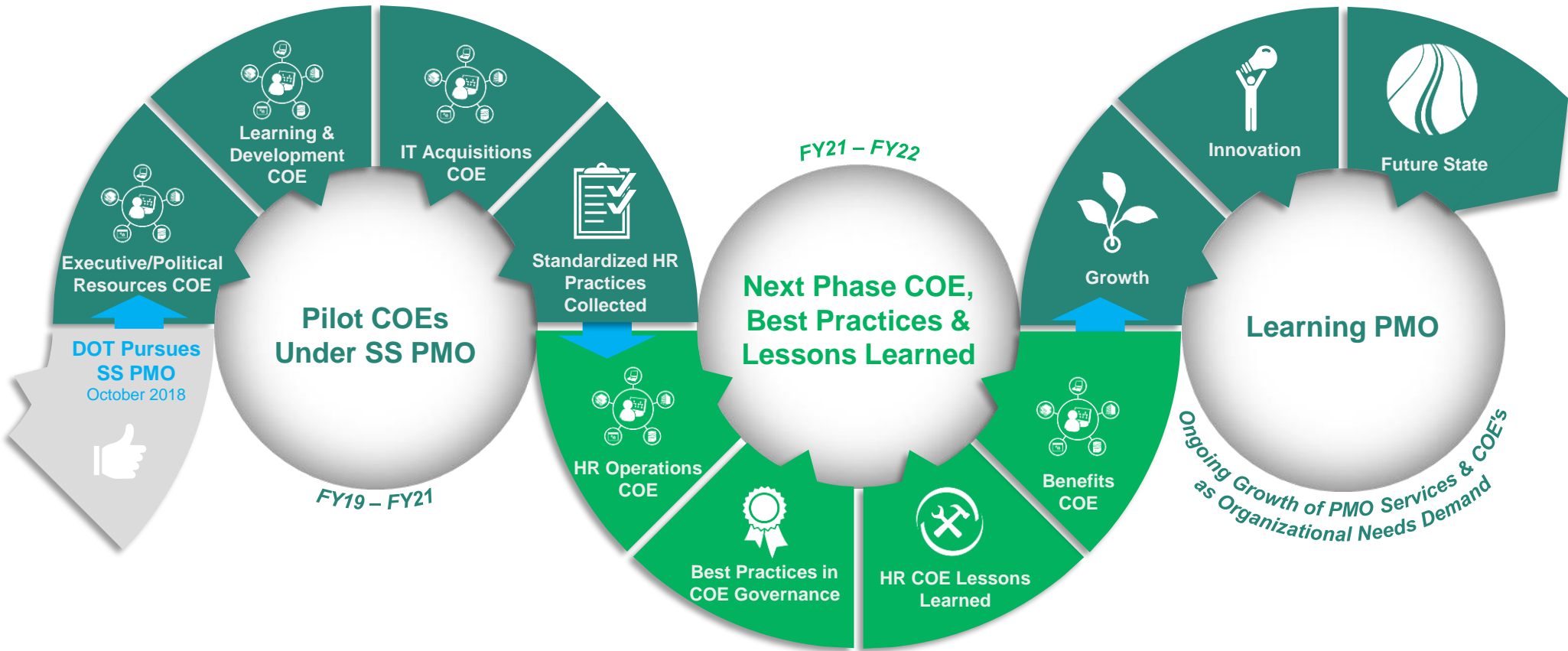


For today's spotlight forum, we'd like to take a **closer look at our Human Resources Shared Services and IT Acquisitions Shared Services initiatives**



# Vision for DOT HR Shared Services & IT Acquisition Shared Services

DOT's Shared Services are centered around enhancing customer experience.





# Scope & Key Successes for HR Shared Services and IT Acquisitions Shared Services Initiatives

## Scope

## Key Success (to date)



Executive & Political  
Resource Center (EPRC)



Operations



Leadership & Supervisory  
Development



**EPRC Pilot Established**  
Provides HR Support to all DOT Execs



Feb 2019



**HR Ops Working Group**  
Scope established



**HR Leadership & Supervisory Development**  
DOT-wide supervisory training

Mar 2019



**EPRC Launches formal CoE**  
Full operational capability

Oct 2019



**Program Management Office established**  
Governance, CONOPS, & Customer Experience Strategy



**IT Acquisitions Center of Excellence  
(IT ACE) Pilot Launches**  
Prototype Phase



Jun 2018



**IT ACE Working Group scope established**  
Focused on Commodity IT

Jul 2019



Commodity IT  
Acquisitions



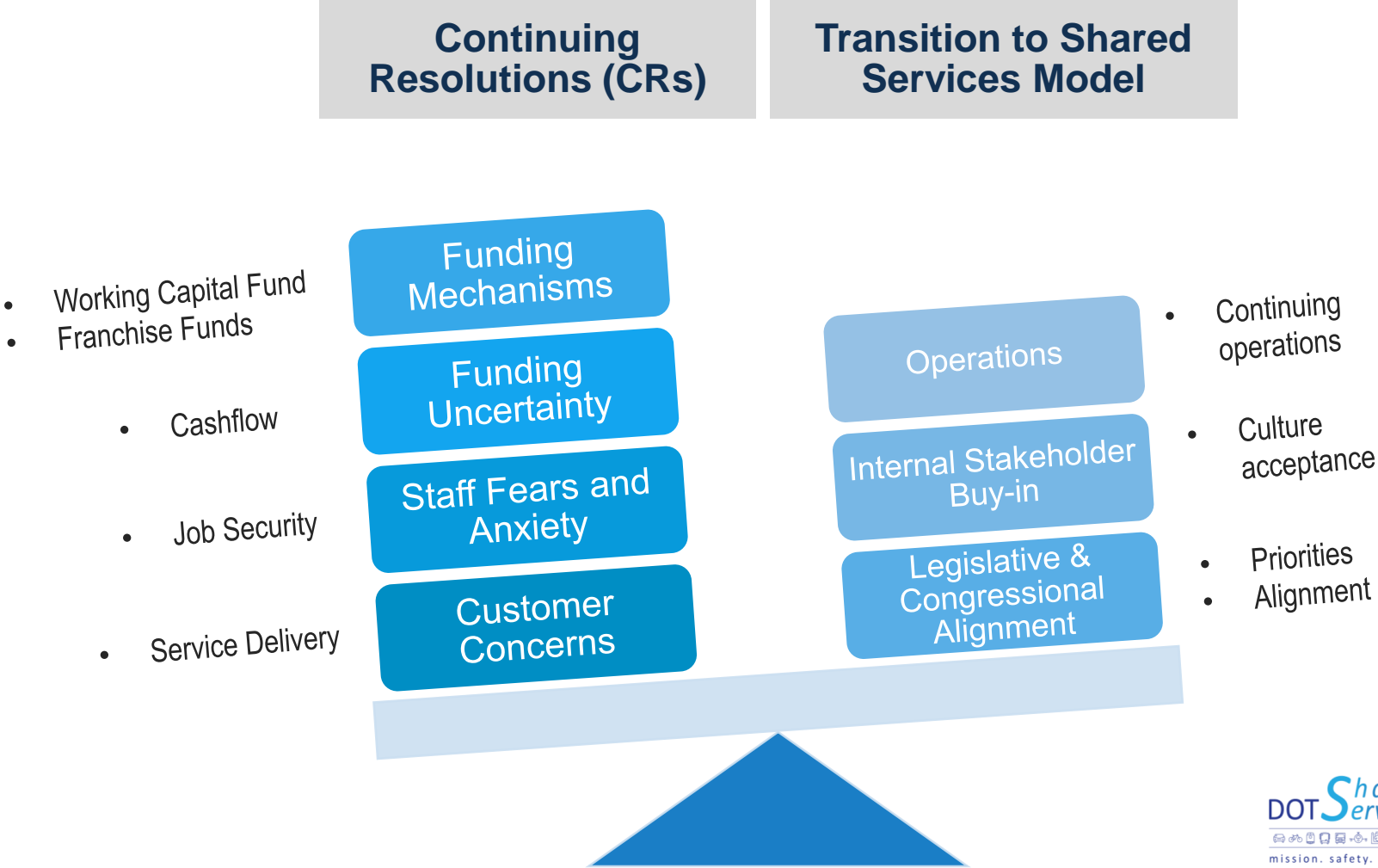




# Key Challenge: Managing Anxiety During Continuing Resolutions

How can DOT navigate times of disruption while transitioning to a shared services environment?

How do we balance the needs of customers with those of service providers during periods of disruption?





## Additional Discussion Questions



What **tactical / practical decisions** can we make now to mitigate against **future service disruptions**?



What can we **communicate to customers**, and when, **during CRs**?



What **additional disruptions** to shared services delivery can we **anticipate**?