



Shared Services Forum

Spotlight Presentation



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



October 10, 2019



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



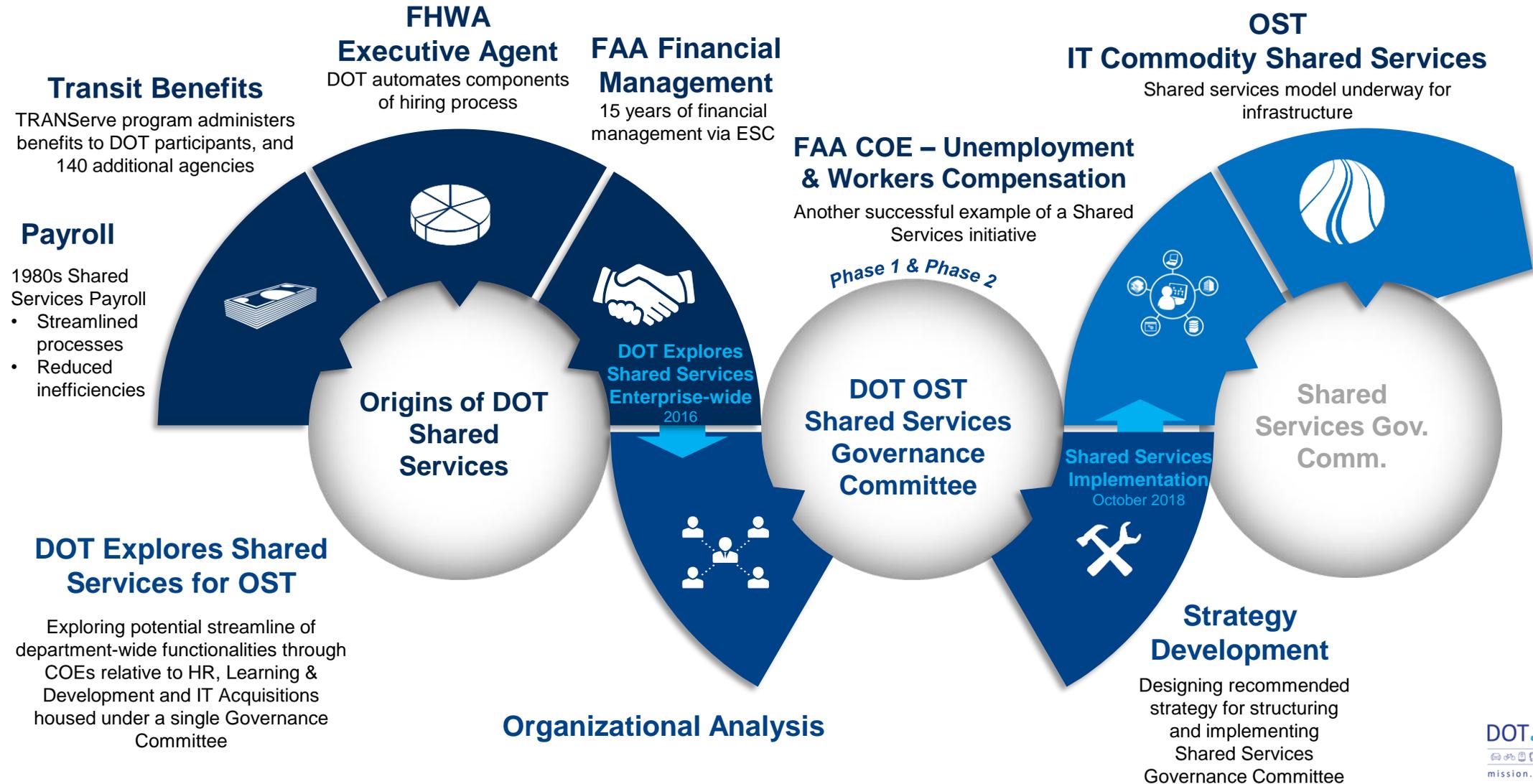
Additional Discussion Questions





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

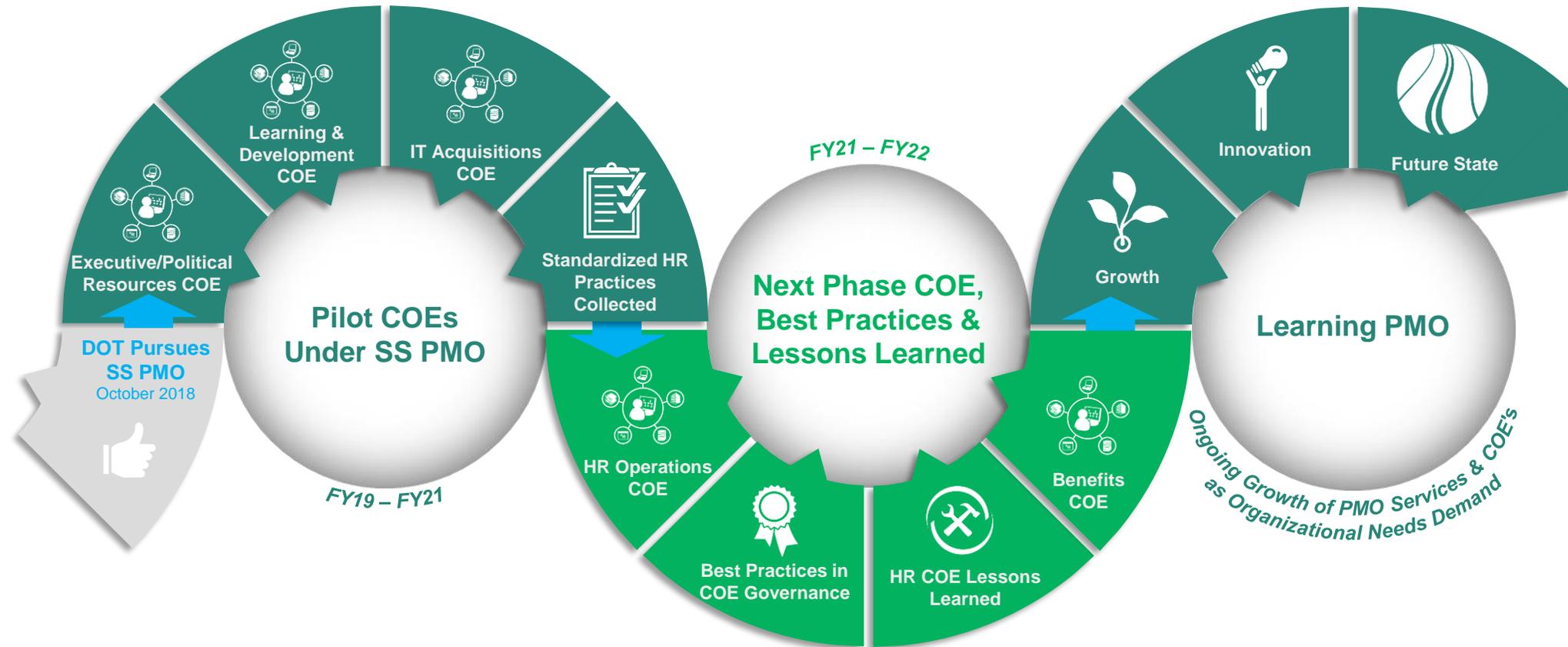


For today's spotlight forum, we'd like to take a closer look at our Human Resources Shared Services and IT Acquisitions Shared Services initiatives



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



EPRC Launches formal CoE
Full operational capability



HR Ops Working Group
Scope established



HR Leadership & Supervisory Development
DOT-wide supervisory training



Feb 2019

Mar 2019

Oct 2019



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



Commodity IT Acquisitions



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



IT ACE Working Group scope established
Focused on Commodity IT



Jun 2018

Jul 2019

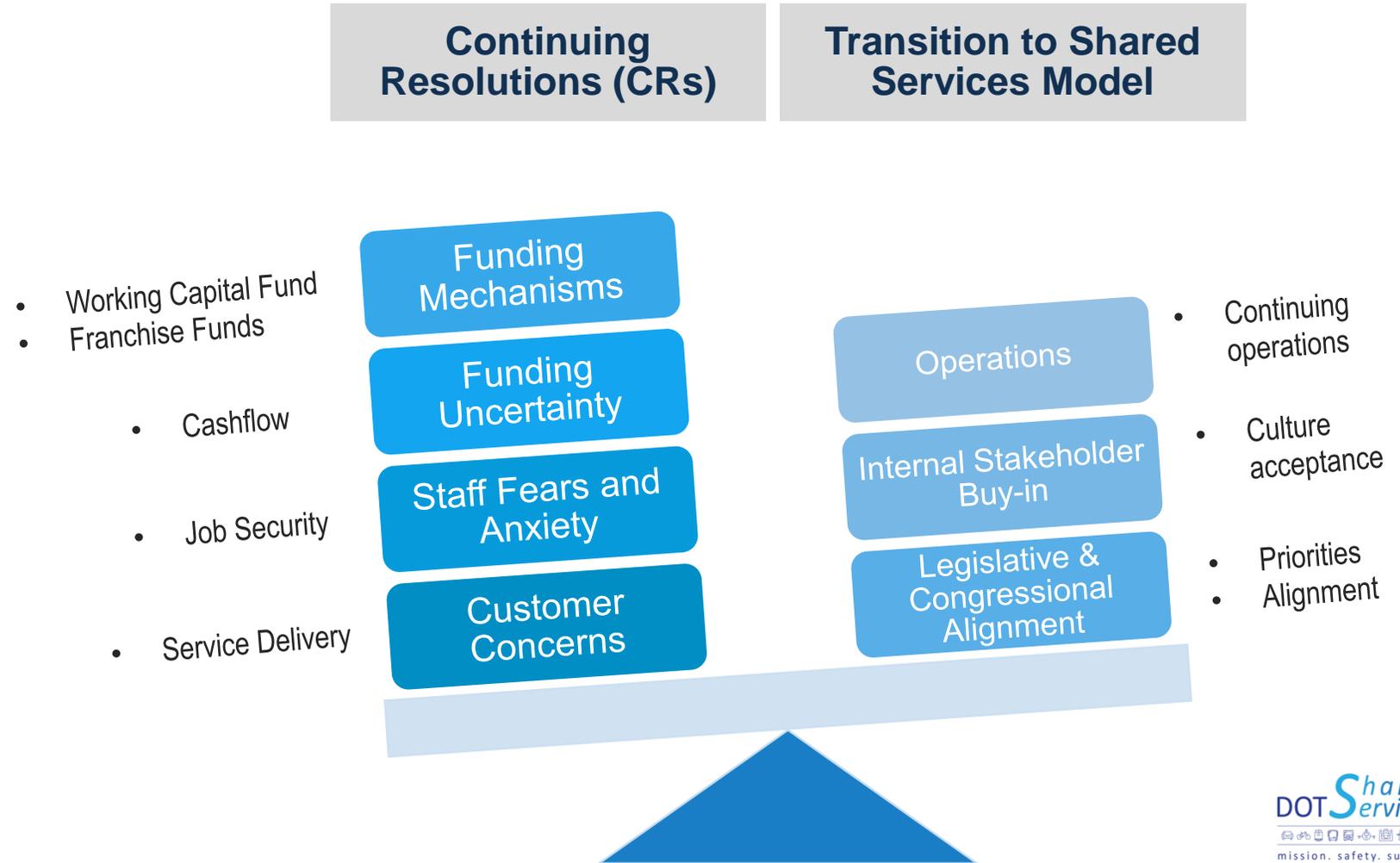




Key Challenge: Managing Anxiety During Continuing Resolutions

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**?