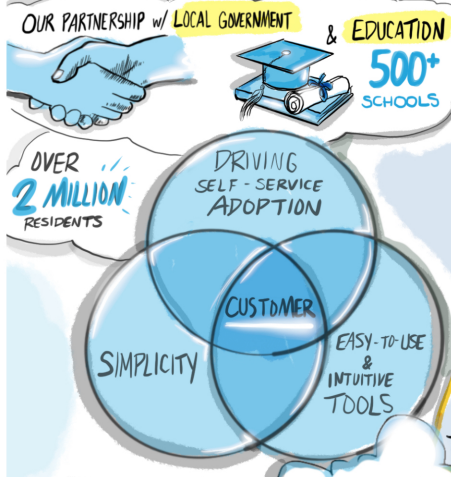


RESOURCES...  
 BUSINESS STANDARDS WEBSITE  
 MEMO M-19-16  
 QUALITY SERVICES MGMT OFFICES  
 AUGUST 12 2021

## INSIGHTS (STORY)



**LARGEST SHARED SERVICES IN THE UK**

EMPLOY 90-100 THOUSAND PPL

MIGRATING TO THE CLOUD 5-10 YEARS

ACCELERATED DIGITAL ADOPTION

PERFECT 10 ON 10,000+ CUSTOMER SURVEYS (TWICE/YEAR)

SAP - TECH OF CHOICE SINCE 2002

GREAT CUSTOMER INSIGHT

3-6 STABILIZATION MONTH

BUSINESS ADOPTION 6 MONTHS

PUBLIC PARTNER AGREEMENT LUXURY OF PEOPLE WORKING TOGETHER

EMBEDDING SPENDING MODEL

**CHALLENGES**

OUTDATED PROCESSES

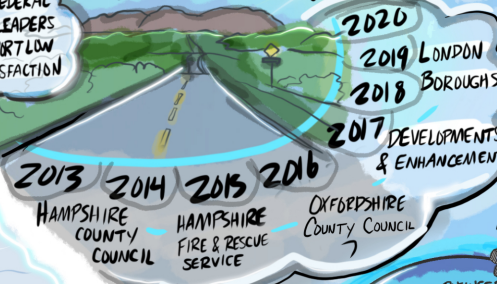
MISSION SUPPORT

HIRING TRANSACTIONS

CLOSING CONTRACTS

38% FEDERAL LEADERS REPORT LOW SATISFACTION

## THE JOURNEY



## OPPORTUNITY

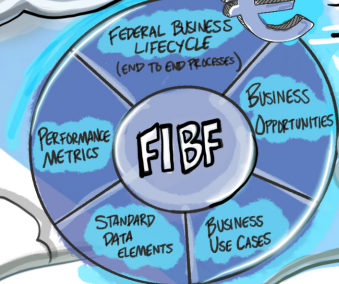
IMPROVE EFFICIENCY & EFFECTIVENESS OF MISSION SUPPORT SERVICES BOTH SHORT & LONG TERM

## DHS/TREASURY COLLAB

- FM WORKING GROUP COLLABORATION
- \* SPONSOR DHS HQ & COMPONENT LEVEL PARTICIPATION
  - \* COORDINATION OF OTHER LDB STANDARDS
  - \* DHS PILOTTED GSA/FIT UTILITIES PAYMENT SURVEY
- QSMO COLLABORATION
- \* REGULAR TOUCH POINT MEETINGS
  - \* BRIEFING w/ BFC COMMISSIONER
  - \* QSMO ADVISOR TO DHS CONTRACTING
  - \* PRACTICAL APPLICATION STANDARDS

## ETS NEXT & FIBF IMPACT

- INCREASED STANDARDIZATION
- IMPROVED USER EXPERIENCE
- SIGNIFICANT SAVINGS



## OPPORTUNITY STRATEGIES

AGREE ON WHAT WE CAN SHARE

CREATE CENTRALIZED MARKETPLACE

INCREASE USE OF EXISTING SHARED SERVICES

## BUSINESS STANDARDS LEADS

- CORE FINANCIAL AGREEMENT
- BOOK TRAVEL
  - COMPLETE AUTHORIZATION
  - TICKET & COMPLETE TRAVEL
  - AMEND AUTHORIZATION (POST TRAVEL)
  - COMPLETE VOUCHER & FUND TRAVEL
  - AMEND VOUCHER & FUND + FUNDS
- TRAVEL & EXPENSE
- HR MANAGEMENT SERVICES
- GRANTS/MNGMT
- CYBER SECURITY
- CONTRACT WRITING
- ELECTRONIC RECORDS MNGMT
- SEAL PROPERTY MNGMT
- REGULATION MNGMT

STANDARDS LEAD / DOCUMENT BUSINESS STANDARDS

- OMB REVIEW FOR CONCURRENCE
- CROSS AGENCY WORKING GROUP IDENTIFY NEEDS ACROSS AGENCIES
- BUSINESS STANDARDS COUNCIL (BSC) REVIEW FOR CROSS FUNCTIONAL IMPACT
- SSGB MISSTATE CROSS-FUNCTIONAL RECONCILIATION

## DIVERSE WORKFORCE