

SHARED SERVICES & WORKING FORWARD

FORUM STORYBOARDS

JANUARY - DECEMBER
2022



**SENIOR
EXECUTIVES
ASSOCIATION**

JANUARY 2022



1/13 2022

SHARED SERVICES LEADERSHIP COALITION

FORUM IMPLEMENTARY LEADERS
HOSTED BY JOHN MARSHALL

NATIONAL USE CASE & SOLUTIONS LIBRARY
CASE LIBRARY

NEIL CHAUDRY Director, Federal AI Implementations, IT Modernization GSA

BYRON ADKINS Director of Interior Business Center

JIM SHEERE DSMS Brand Chief Manager, Cyber Security, DHS

HANS JAEGER Chief Client Development Officer, YRCI

NUCSL OBJECTIVES...

- SIMPLIFYING AND ACCELERATING FED PROCUREMENT RESEARCH
- MAINTAINING INFORMATION & DATA ON USE CASES ACROSS GOVT
- CONVENING THE EMERGING TECH STAKEHOLDER COMMUNITY
- STREAMLINING POLICY & REGULATORY REQUIREMENTS AND PROCEDURES WITHIN & ACROSS FEDERAL AGENCIES

LEGISLATIVE REGULATORY POLICY

PEOPLE EMERGING TECH ACADEMIA FED ACQUISITION

METHODOLOGY USE CASE REPOSITORY "AS-IS" "TO-BE" ANALYSIS TECH & MAPPING

Q1 WITH FUNDAMENTAL SHIFTS IN PMA STRUCTURE, HOW DO WE ENCOURAGE PEOPLE TO HEAD IN A SPECIFIC DIRECTION? RESPOND TO INCENTIVES?

Q2 WHAT'S THE ADMINISTRATION'S PLAN TO ENGAGE CONGRESS ON THE PMA TO DRIVE IT FORWARD?

Q3 BIGGEST LESSON LEARNED TO DATE?

Q4 ANY QUESTIONS ON THE LEARNING AGENDA IMPACT SHARED SERVICES?

Q5 WHAT EVIDENCE THAT SHARED SERVICES IS THE "FABRIC"?

VALUE-BASED APPROACH
SHARED SERVICES IS THE FABRIC OF WHAT WE'RE DOING
ACQUIRING DSMS
OMB PROGRAM BY PROGRAM BASIS

OPPORTUNITY TO PITCH
RAISED AWARENESS (1ST WRITER REFUSAL ACT.)
CUSTOMER SERVICE & VALUE
ACTING ON WHAT'S IMPORTANT
METRICS/TIME-TO-HIRE
PROVIDING VALUE
CUSTOMER FEEDBACK

DEPT OF INTERIOR INFRASTRUCTURE
BILL & AMOUNT OF FUNDING AVAILABLE
INFLOW OF \$ TO DELIVER ON MISSIONS
* NEED SUPPORT FUNCTIONS
ACTIVELY WORKING ON THE DSMS (FINANCIAL + HR SIDE)
SUSTAINABLE APPROACH FOR PRIVATE SECTORS

AGENCIES VOTE W/ THEIR FEET
PROVIDE QUALITY ACCESS FOR SERVICES
FUNDING THE RIGHT INVESTMENTS

MULTIPLE YRS IN A ROW TO REQUEST FUNDING
WE PRIORITIZE SHARED SERVICES IN THE BUDGET (PART OF ROLLOUT)
PMA
WORK W/ GRANTS PROGRAM
MEET AGENCIES WHERE THEY ARE AT.
CONCRETE TIMELINES/DEVELOP SOLUTIONS

MODERNIZATION OF TECH?
WORK IN PROGRESS

MAKE SURE SERVICES OFFERED ARE SUPPORTIVE OF AGENCIES INVOLVED
CARROTS-AND-STICKS
TIMELINES REQUIREMENTS, DELIVERABLES
CYBER MISSION PERSPECTIVE
GAIN CUSTOMER FEEDBACK
SECURITY OPERATION SERVICES
FINDING GAPS

ASSISTING & IMPLEMENTING ARBA FUNDING
CYBER SECURITY DIVISION CLEAR PMA PRIORITY
SYSTEM MISSIONS, HOW WE ADDRESS THREATS / BRING CAPABILITIES TO GOALS
PROVIDING GREAT CUSTOMER SERVICE
CUSTOMER OUTREACH
ROADMAP
HELPING AGENCIES IN GOVT W/ APPLICATIONS

WE WILL SUPPORT WHAT DHS IMPLEMENTS

WE HAVE THE RIGHT TOOLS

COLLABORATIVE ENVIRONMENTS
BE SPECIFIC ABOUT PROCESSES
SHARED SERVICES ARE SHARED SOLUTIONS
HELP EXISTING PROVIDERS

RECRUITERS FOR PUBLIC SERVICE ARE GREAT ADVOCATES FOR FUTURE WORKFORCE

**A-123, A-11
A-130
EX. OR 134b
OMB Circulars**

GRAPHIC RECORDING BY SHAWN PERKINS

SHARED SERVICES LEADERSHIP COALITION

SENIOR EXECUTIVES ASSOCIATION

NATIONAL ACADEMY OF PUBLIC ADMINISTRATION

WORKING FORWARD FORUM
MODERATED BY JASON BRIEFEL 1/20/22

JESSICA BENSEL DIRECTOR OF HUMAN RESOURCE CHIEF HUMAN CAPITAL CARE OFFICER, DEPT OF COMMERCE

ANNE AUDET DIRECTOR - HUMAN RESOURCE MANAGEMENT, DEPT OF TRANSPORTATION

ROLAND EDWARDS DEPUTY CHIEF HUMAN CAPITAL OFFICER, DEPT OF HOMELAND SECURITY

1 BUILDING THE PIPELINE AND HELPING TO RETAIN TALENT

2 SPECIALIZED TALENT IS MORE CONTRACTOR-BASED. CRITICAL RESOURCE MIGHT MANDATE MORE OF A PRIVATE SECTOR

3 MASS-HIRING EVENTS / PIPELINE. DHS HAS PRESIDENT'S UMD, HELICOPTERS. CREATING AN ENERGETIC EXPERIENCE, TARGETING NEW HIRES & TOP TALENT

4 CREATE OPPORTUNITIES FOR STUDENTS TO SOLVE PROBLEMS. ACCREDITING ORGANIZATION IS VASPA. CONNECTING THE NEXT GENERATION OF WORKERS. CREATE A DISCUSSION FOR POTENTIAL WORKERS

1 TELESEARCH / PUBLIC SERVICE INTERNSHIP PROGRAMS - CONSTANT COMMUNICATION OF DATA AND COLLECTION

2 BRINGING SUCCESSFUL CANDIDATES IN / UNDERSTANDING HIRING NEEDS. TARGETING CORRECT PLACES. SPEED IS OF THE ESSENCE. CREATING FACT SHEETS FOR HIRING MANAGERS. NON-COMPETITIVE HIRING OPTIONS

3 MINORITY BUSINESS DEVELOPMENT; ONLY FEDERAL AGENCY DEDICATED TO THE GROWTH OF MINORITY BUSINESS ENTERPRISE. BRINGING TO BUREAU STATUS. LARGE PORTION OF \$ WILL GO TO GRANTS FOR BROADBAND ACCESS, GIVE BACK TO TRIBAL LANDS. DIVERSIFY OUR MISSION

4 MORE EM PHASIS TOWARDS THE WORK ITSELF, AND CONSIDERING OUR OWN WORK/STAFF FUNDING TO STAFF UP HR OFFICES; SUPPLEMENTING OUR OWN STAFF

1 STRONG PARTNERS AT STATE/INDUSTRY LEVEL. ARTICULATING WHAT A CAREER IN TRANSPORTATION LOOKS LIKE. EXPLAINING THE DIVERSITY OF OCCUPATIONS TO A DIVERSE POPULATION

2 STAFFING UP THROUGH HIRING FEDERAL EMPLOYEES; MORE SHORT-TERM NEED FOR CONTRACTORS

3 EXPANDING AUTHORITIES FOR A MORE TARGETED APPROACH / STANDARDIZING RECRUITMENT ACROSS DOT. DIRECT HIRE, RELATIONSHIP APPROACH

4 OPTIMIZING PERFORMANCE OUT OF YOUR TALENT POOL. SUCCESSION PLANNING / CREATING DASHBOARDS FOR OFFICE OF SECRETARY BUREAUS & REMAINING 12 BUREAUS

1 HOW CAN INDUSTRIES HELP SHAPE THE GOVERNMENT? WHAT CAN WE DO TO HELP?

2 HOW DO WE MAKE THE BRIDGE BETWEEN FEDERAL EMPLOYEES AND CONTRACTORS?

3 SEARCH HIRING? ... COMMON NEEDS?

4 TRANSFORMATION EFFORTS DURING THE PANDEMIC?

5 HOW TO PREPARE MANAGERS/LEADERS/EXECS FOR FUTURE?

MAIN QUESTIONS FROM THE MODERATOR

FEBRUARY 2022



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MODERATED BY: SEAN FOLLI

2/10/22



BRIAN LORENZE
CHIEF DATA OFFICER

05 TRILLION IN PANDEMIC RELATED FRAUD

MARCH 2020
ESTABLISHED OFFICE OF THE CHIEF DATA OFFICER

18 IGs GAVE PRESENTATIONS FOR DATA GAPS & TOOL GAPS

BUILT A DATA SCIENCE FELLOWSHIP PROGRAM

BUILT FRAUD SCORING MODELS

ENABLED TECH SEARCHES

RPA (ROBOTIC PROCESS AUTOMATION) IMPROVED PROCESS TIME BY 90%

CREATED ONE VEHICLE EVERYBODY COULD PLACE ORDERS IN

3 SPILLARS
PANDEMIC OVERSIGHT, GOV. TRANSPARENCY, OVERSIGHTED ACCOUNTABILITY, OUTREACH & ENGAGEMENT

P.A.C.E.
PANDEMIC ANALYTICS & CENTER OF EXCELLENCE

COMMITTEE OF INSPECTOR GENERALS

DDI'S WEBSITE: PEOPLE ARE BEING INDICTED & CONVICTED INQUIRING PANDEMIC FRAUD

FRAUD TASK FORCE

40+ AGENCIES, 9+ OIGs

MIXED ANALYTICS FASTER

FRAUD REDUCTION & REPRESS GROUP

STRENGTHENING TECHNOLOGY PLATFORM

HIRING CODERS

ADDED TOOLS

ADDED SOCIAL NETWORK ANALYTICS

BUILT DASHBOARDS

USED AI TO BUILD OUT NETWORKS

WANT TO BUILD A LASTING SHARED SERVICE for the IG COMMUNITY



KANITRA TYLER
SUPPLY CHAIN RISK MANAGEMENT SERVICE OWNER

MUST BE PROACTIVE
SUPPORT & SUSTAIN MISSION

NEED REPRESENTATION FROM ACQUISITION PROCUREMENT

NASA: DCID ARE RESPONSIBLE FOR ALL COVERED ARTICLES

CIRCLE OF TRUST
REQUIRED TO CONSULT W/ THE FBI.

AS AN AGENCY WE ARE LOGISTICS MANAGEMENT

T.O.P.S.H.E.L.F.
ALL THE PRODUCTS/SERVICES NASA WOULD LIKE TO CONSIDER FOR INCLUSION

LOOKING AT THE 4 FACETS:
SECURITY, INTEGRITY, QUALITY, RESILIENCE

OVER THE LAST 3 YEARS

SHIFT THE PARADIGM OF COMPLIANCE CULTURE

* MORE RISK MANAGEMENT & RISK FOCUS

"WE ARE NOT CHECKING THE BOX, BUT WE ARE EXPLAINING WHY THE BOX EXISTS"



MOVING TOWARDS PROACTIVE SUPPLY ENGAGEMENT PROCESS (PSEP)

INTRODUCED MORE SEARCH ITEMS IN THE ACL

STARTED W/ QUAD E COMMUNITY

IDENTIFYING

ALL LANES

RISK MANAGEMENT

BE AN ADVISOR TO IDENTIFY WHAT INFO IS SHAREABLE

WE SHARE INFO ACROSS OUR ENTERPRISE / CLOSE-KNIT RELATIONSHIP W/ NDA

WORKSTREAM FOCUS ON INFORMATION SHARING

YEAR 1+2



JOE MITCHELL
DIRECTOR OF STRATEGIC INITIATIVES

MEETING PURPOSE & OUTCOME

INTRODUCE THE AGILE REGULATION ACT

FOCUS IS ON HOW WE CAN USE AN AGILE MINDSET → THERE ARE 3 LAWS

LAW OF THE CUSTOMER STAKEHOLDER & NETWORK/MANAGEMENT TEAM

NETWORK BRINGS TOGETHER GOV'Ts, NON-PROFITS, FOUNDATIONS, ACADEMIC INSTITUTIONS & PRIVATE SECTORS TO ASSIST IN DEVELOPING GOVERNMENT PRINCIPLES

PRACTICES REGULATORY AGENCIES USE?
MACHINE LEARNING, USER-FRIENDLY, COORDINATING FLEXIBILITY AND FEEDBACK

RECENT EXEC ORDER ON CX

MEETING THE CUSTOMER'S NEEDS!



GRAPHIC RECORDING BY: SHAWN PERKINS

WORKING FORWARD FORUM

MODERATED BY: DON KETTL

2/17/22



JOELLEN JARRETT
CHIEF LEARNING OFFICER
US Small Business Administration

SKILLS

EMERSION IS KEY
SUCCESSFUL PROGRAMS HAVE BEEN HEAVY ON APPLICATION EXPERIENCE

PROJECT MANAGEMENT

ENSURING THEY HAVE THE RIGHT SKILLSET TO BE EFFECTIVE

WORKING CLOSELY WITH ORGANIZATIONAL PERFORMANCE ENSURING ENTIRE WORKFORCE HAS DATA DRIVEN DECISION MAKING

COLLABORATION

EMOTIONAL INTELLIGENCE

CRITICAL THINKING

Reskilling

IDENTIFYING SKILLS THE WORKFORCE NEEDS IN THE FUTURE

"WE LOOK AT OUR MISSION CRITICAL OCCUPATIONS" FOCUSING ON MAKING SURE THEY HAVE THE RIGHT SKILLSET TO BE SUCCESSFUL

POWER SKILLS - we call em durable skills

FINDING OUT NEEDS

ADDRESS THEM THROUGH OMB

HANDLING NEEDS FOR CYBER ANALYSIS, DATA SCIENTISTS, DIGITAL DEVELOPERS AND AI PROFESSIONALS

DELIVERING ON TIME AND EFFICIENTLY

ATTITUDE AND APTITUDE to be flexible to understand new processes

GOT SEED MONEY FROM OMB engaged GSA to develop a program advertise for an open forum to reskill

APPLICATION IS CRITICAL FOR ADULT LEARNING, AND MODALITY MATTERS

PEOPLE STAY ON AN AVERAGE OF 4 TO 5 YEARS IN JOBS, KEEPING THE PASSION GOING FOR CONCEPTS VERSUS TECHNOLOGY

PEOPLE LEARN BEST FROM EACH OTHER IN THE WORKPLACE

WE LOOK BY ROLE, WHAT ARE TYPES OF SKILLS FOLKS NEED

FUTURE SKILLING OF TEACHERS AND EDUCATORS HELP BUILD LEARNING PALS, CERTIFICATIONS IN EXCEL, WORD, ALL THE WAY UP TO AI, DATA ANALYSIS AND CLOUD PLATFORMS

POWER SKILLS, PRESENTATION AND COMMUNICATION SKILLS SECRET INGREDIENT TO SUCCESS

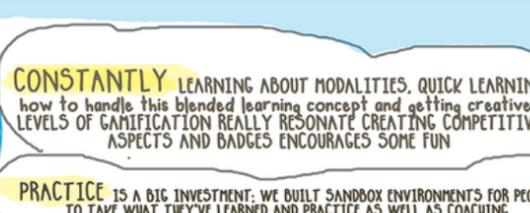


MARCIE GRAVES
NAPA Fellow and former DEPUTY FEDERAL CIO
Office of Management and Budget

LEARNING TO ENGAGE W THE ENTIRETY OF AGENCIES

ENGAGE WITH OWN INTERNAL EMPLOYEES

PREPARED TECH AND BUSINESS PERSPECTIVE SOFTER SKILLS AND POWER SKILLS



LAURA LONGACRE
VICE PRESIDENT for Worldwide Learning & Employee Skills at Microsoft Corporation

CONSTANTLY LEARNING ABOUT MODALITIES, QUICK LEARNING how to handle this blended learning concept and getting creative LEVELS OF GAMIFICATION REALLY RESONATE CREATING COMPETITIVE ASPECTS AND BADGES ENCOURAGES SOME FUN

PRACTICE IS A BIG INVESTMENT: WE BUILT SANDBOX ENVIRONMENTS FOR PEOPLE TO TAKE WHAT THEY'VE LEARNED AND PRACTICE AS WELL AS COACHING RISK WHAT THEY LEARN AND THEN PRACTICE WITH IT, GET FEEDBACK

CONNECTION TO THE PRESIDENT'S MANAGEMENT AGENDA

GRAPHIC RECORDING BY: SHAWN PERKINS

MARCH 2022



SSLC · NAPA · SEA
 MODERATED BY:
 SEAN FOLIN 3/10/22



ROB WUHRMAN
 OFFICE OF SHARED SOLUTIONS & PERFORMANCE MANAGEMENT



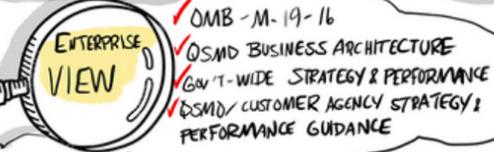
OSSPI (GSA)



SET FRAMEWORK PROCESS & PERFORMANCE MEASURES FOR OSSPI and the QSMOS

TIERED PERFORMANCE MANAGEMENT FRAMEWORK & PROCESS

BALANCED SCORECARD, PERFORMANCE MEASURES & PHASED ROLLOUT APPROACH



- OMB - M-19-16
- QSMO BUSINESS ARCHITECTURE
- GOV'T-WIDE STRATEGY & PERFORMANCE
- QSMO/CUSTOMER AGENCY STRATEGY & PERFORMANCE GUIDANCE

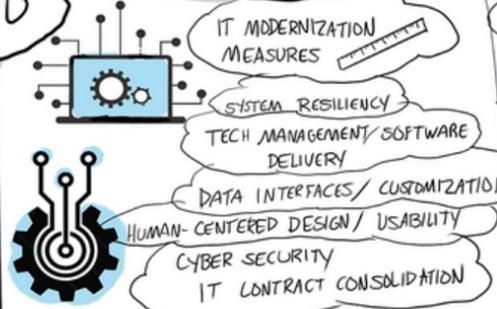
- CUSTOMER DIMENSION
- STANDARDS ADOPTION DIMENSION
- FINANCIAL DIMENSION
- MARKETPLACE OPERATIONS DIMENSION

CYBERSECURITY / FINANCIAL MANAGEMENT / QSMO
 GRANTS MANAGEMENT / HUMAN RESOURCES

PHASED ROLLOUT APPROACH



- PLAN & EXECUTE CUSTOMER SATISFACTION SURVEYS
- COLLECT PERFORMANCE DATA
- OPERATIONALIZE QSMO PERFORMANCE MANAGEMENT PROTOTYPE
- PLAN & FACILITATE DATA-DRIVEN PERFORMANCE REVIEWS
- REFINE ADDITIONAL PERFORMANCE MEASURES BASED ON FEEDBACK PROVIDED BY CUSTOMERS



- IT MODERNIZATION MEASURES
- SYSTEM RESILIENCY
- TECH MANAGEMENT / SOFTWARE DELIVERY
- DATA INTERFACES / CUSTOMIZATION
- HUMAN-CENTERED DESIGN / USABILITY
- CYBER SECURITY
- IT CONTRACT CONSOLIDATION



CHAD CLIFFORD
 GRANTS QUALITY MANAGEMENT DEPT. OF HEALTH & HUMAN SERVICES



ANDREA SAMPANIS
 GRANTS QUALITY MANAGEMENT DEPT. OF HEALTH & HUMAN SERVICES

OVERVIEW OF THE GRANTS QSMO

- PROMOTE INNOVATION
- INCREASE COLLABORATION

150+ UNIQUE SYSTEMS SHARED ACROSS FIBF LIFECYCLE

PARTNER W/ AWARDING AGENCIES

PARTNER W/ SERVICE PROVIDERS



NEED FOR COMMERCIAL MARKETPLACE

- SIGNIFICANT DEMAND
- MARKETPLACE GAP
- MORE AFFORDABLE SOLUTIONS



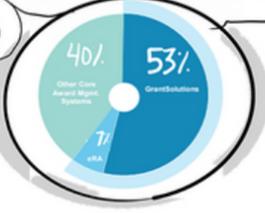
- PRIORITY 1: STRENGTHEN & EMPOWER FEDERAL WORKFORCE
- PRIORITY 2: DELIVERING EXCELLENT, EQUITABLE, SECURE FEDERAL SERVICES
- PRIORITY 3: MANAGE THE BUSINESS OF GOVERNMENT TO BUILD BACK BETTER

GRANTS ECOSYSTEM



UNDERSTAND THE CURRENT STATE
 ASSESS AWARDING AGENCY NEEDS
 SUPPORT INVESTMENT PLANNING GUIDANCE

FY21 TOTAL GOV'T-WIDE OBLIGATIONS



GRANTS QSMO RELEASED RFI 3/9/22 TO:

- PROVIDE INFO
- IDENTIFY COMMERCIAL GRANTS
- COLLECT RECOMMENDATIONS

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 MODERATED BY:
 KIMBERLY WALTON 3/17/22



JEFF ROSENBLUM
 CHIEF HUMAN CAPITAL OFFICER
 FDIC



CINDY BROWN BARNES
 MANAGING DIRECTOR
 GAO



MARGO CARSTEN
 VP FOR TOTAL REWARDS
 GDIT



ANGELA BAILEY
 NAPA FELLOW / FORMER CHIEF HUMAN CAPITAL OFFICER
 U.S. DEPARTMENT OF HOMELAND SECURITY

WORKING FORWARD

CONSISTENT PAY PRACTICES
 IDENTIFY THE FACTORS THAT DETERMINE PAY



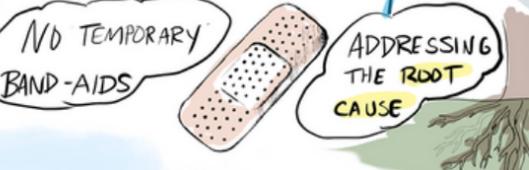
FIGURING OUT "THE STORY" BEHIND THE STORY

GENDER PAY GAPS WERE GREATER FOR MANAGERS

VALUE PROPOSITION

SETTING ENTRY LEVEL PAY

ADJUSTMENTS THAT CAN BE MADE FOR SUSTAINABILITY



ASSOCIATED PAY RANGES

ESTABLISHING SOLID FRAMEWORK

ANALYTICS TO ENSURE A BASE SALARY

PERFORMANCE MEASURES

ESTABLISHING THE "MEDIANS"

HAVING FRAMEWORKS TO ESTABLISH PAY

TAKING A CLOSER LOOK AT THE POLICIES IN PLACE

EFFORTS INTO PROVIDING DIFFERENT WELLNESS PARTNERS

IMPLEMENT A BROAD SET OF INITIATIVES THAT ENHANCE THE EMPLOYEE EXPERIENCE

APRIL 2022



SHARED SERVICES LEADERSHIP COALITION

NATIONAL ACADEMY OF PUBLIC ADMINISTRATION

SENIOR EXECUTIVES ASSOCIATION

APRIL 14, 2022

WELCOME INTRODUCTION

Joe Mitchell
DIRECTOR OF STRATEGIC INITIATIVE
NAPA

John Marshall
FOUNDER & CEO, SSLC

Bob Corsi
PRESIDENT, SEA

MODERATOR
SEAN FOLLIN,
ENCOUNTER STRATEGIES

FIRESIDE CHAT: ELECTRIFICATION OF THE FOREIGN FLEET

CHARLOTTE PHELAN
ASSISTANT COMMISSIONER

PETER HOGAN
DEPUTY DIRECTOR

REED WALLER
FINANCIAL MANAGEMENT

STEVE NULTER
FM OSMD

LESSONS LEARNED (GARTNER GROUP)

- EXECUTIVE INVOLVEMENT
- CLEAR CASE FOR CHANGE
- DEFINE MISSION/VISION/STRATEGY
- PERFORMANCE BASELINE
- FULL-TIME RESOURCES

FOCUS

- COST CONTAINMENT
- MANAGEMENT PLATFORM
- PERFORMANCE
- TRANSPARENCY
- DEMYSTIFY
- MANAGEMENT PERSONNEL

COST ALLOCATION METHODS

- ELIMINATE "SIDE DEALS"/EXTORTION
- STATE DEPT. CONTROLLER & GLOBAL FINANCIAL SERVICES BUREAU
- CONTRACT W/ GARTNER GROUP
- RAISES CONCERNS W/ DMB
- PRESIDENT'S COUNSEL
- ENDORSES INTEGRACY APPROACH TO REFORMING FAAS
- FUNCTIONING ICASS GOVERNANCE

FINANCIAL MANAGEMENT

- 44% of FINANCIAL SYSTEMS IN US GOV'T
- IMPLEMENTING NEW REPORTING REQUIREMENTS
- MANAGING NON-STANDING DATA
- UPDATING SOFTWARE & TECH
- MAINTAINING SECURE SYSTEMS
- * FM OSMD ACTS AS THE BROKER BETWEEN AGENCIES AND COMMERCIAL & FEDERAL SOLUTIONS
- CUSTOMER EXPERIENCE
- MINIMIZING VALUE OF DATA
- DELIVER PROGRESS
- START
- GUIDING PRINCIPLES
- FM OSMD SIN (SPECIAL ITEM #) WILL BE AVAILABLE IN MAY 2022

CURRENT PRIORITIES

- 2020 FI ANALYSIS
- 2021 PI SOLUTION DESIGN
- 2022 MARKET PLACE AVAILABLE
- 2023 IMPLEMENTATION
- "HIGHLIGHTS"
- AGENCY MODERNIZATION PLANNING
- FEDERAL SHARED SERVICE PROVIDERS
- BEST PRACTICES & LESSONS LEARNED
- CUSTOMER EXPERIENCE

AGENCY SPOTLIGHT

- DEVELOP, TEST & DEPLOY BUDGETING/COST DISTRIBUTION SOFTWARE
- TEAM TO ACT AS SECRETARIAT
- INT'L COOPERATIVE ADMIN SUPPORT SERVICES

TRANSITION TO EVs WITHIN 6 YEARS

- JAN 2021: BIDEN SIGNS FEDERAL ORDER "GREENING THE FLEET"
- HANDLE MORE THAN 450,000 IN GSA FLEET
- HANDLING PURCHASING, LEASING, MAINTENANCE, VEHICAL RENTALS, EDUCATION & PRICE NEGOTIATIONS
- MORE THAN 675,000 VEHICLES

TRAVEL TRANSPORTATION AND LOGISTICS (TTL)

- ONE OF THE LARGEST GROUPS IN GSA SERVICE
- OVER 700 EMPLOYEES
- EMPLOYEE RELOCATION
- GOVERNMENT CONTRACTS
- GSA FLEET

WORKING TO SOLVE CUSTOMER NEEDS

- BEST PRACTICES
- WORKING TO SOLVE CUSTOMER NEEDS

GSA IS THE MANDATORY SUPPLIER OF NON-TACTICAL VEHICLES FOR THE US GOVERNMENT

COLLEEN HELLER-STEIN
ACTING DEPUTY (HR) / CHIEF HUMAN ASSISTANT SECRETARY / CAPITAL OFFICER
DEPT OF TREASURY

DR. JEAN KANDOGI
DIRECTOR OF MENTAL HEALTH & PEER SUPPORT SERVICES
FEDERAL LAW ENFORCEMENT OFFICERS

JENNIFER DIETRICH
SENIOR VICE PRESIDENT FOR GLOBAL BENEFITS & WELLNESS
FISERV, INC.

MEREDITH MAHRIS
SENIOR VICE PRESIDENT FOR HUMAN RESOURCES
CACI INTERNATIONAL, INC.

Wellness in the Workplace

APRIL 21 2022

WORKING FORWARD FORUM

MODERATED BY: DR. ROBERT TOBIAS

WORK LIFE WELL BEING

BUILD ENGAGEMENT PROGRAMS

PERFORMANCE MANAGEMENT

MEASURE & ADDRESS NEEDS

COLLABORATIVE LEARNING

IT MODERNIZATION

INCREASE EMOTIONAL INTELLIGENCE

HELP MANAGERS LEAD

BEING VULNERABLE

AUTHENTICITY

TRUST

TRUST

TRUST

SMASH THE STIGMA OF MENTAL HEALTH

CONFIDENTIAL PEER SUPPORT

SAFE SPACE FOR VULNERABILITY

ASSESS THE NEEDS

MAINTAIN EMPLOYEE STANDARDS

OFFERED INCREASED EMPLOYEE FLEXIBILITY

MORE RESOURCES

RECOGNIZING EMPLOYEE NEEDS

CONDUCTED PULSE SURVEYS

NO ONE-WAY APPROACH

"BRIDGING THE WELLNESS GAP"

PROVIDING AN ENVIRONMENT TO RETAIN TALENT

OPEN TO EMPATHY

MAY 2022

SHARED SERVICES FORUM
LEADERSHIP COALITION
for AGENCY IMPLEMENTATION
LEADERS

HOSTED BY
SEAN FOLIN
ENCOUNTER STRATEGIES

MAY 12 2022



GRAPHIC RECORDING BY SHAWN REEVES

FIXING the FEDERAL WORKPLACE

MAY 19 2022
WORKING FORWARD FORUM
MODERATED BY: JASON BRIEFEL





DECEMBER 2022

