

SHARED SERVICES & WORKING FORWARD

FORUM STORYBOARDS

JANUARY - DECEMBER
2022



1/13/2022 **SHARED SERVICES LEADERSHIP COALITION**

FORUM IMPLEMENTARY LEADERS HOSTED BY JOHN MARSHALL

DEIDRE HARRISON Deputy Controller - DMB

BYRON ADKINS Director of Interior Business Center

JIM SHEERE DMB's Brand Chief Manager, Cyber Security - DMB

HANS JAEGER Chief Client Development Officer - YRCI

NEIL CHAUDRY Director, Federal AI Implementations, IT Modernization - GSA

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

Q1: WITH FUNDAMENTAL SHIFTS IN PMA STRUCTURE, HOW DO WE ENCOURAGE PEOPLE TO HEAD IN A SPECIFIC DIRECTION? RESPOND TO INCENTIVES?
OPPORTUNITY TO PITCH
RAISED AWARENESS (1ST WRITER REFUSAL ACT)
CUSTOMER SERVICE & VALUE
CUSTOMER FEEDBACK
ACTING ON WHAT'S IMPORTANT
METRICS/TIME-TO-HIRE
PROVIDING VALUE

Q2: WHAT'S THE ADMINISTRATION'S PLAN TO ENGAGE CONGRESS ON THE PMA TO DRIVE IT FORWARD?
MULTIPLE YRS IN A ROW TO REQUEST FUNDING
WE PRIORITIZE SHARED SERVICES IN THE BUDGET (PART OF ROLLOUT)
WORK W/ GRANTS PROGRAM
MEET AGENCIES WHERE THEY ARE AT.
CONCRETE TIMELINES/DEVELOP SOLUTIONS

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'?
CUSTOMER EXPERIENCE TO LEVERAGE FUNCTION FOR SHARED SERVICES
RECOGNIZERS FOR PUBLIC SERVICE ARE GREAT ADVOCATES FOR FUTURE WORKFORCE
COLLABORATIVE ENVIRONMENTS
BE SPECIFIC ABOUT PROCESSES
SHARED SERVICES ARE SHARED SOLUTIONS
HELP EXISTING PROVIDERS
WE HAVE THE RIGHT TOOLS

NATIONAL USE CASE & SOLUTIONS LIBRARY
CASE LIBRARY
HOW TO ACCELERATE EMERGING TECH?
HOW CAN I MEET? MISSION OBJECTIVES?
WHERE TO START?

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

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

PEOPLE
EMERGING TECH
ACADEMIA
FED ACQUISITION

LEGISLATIVE REGULATORY POLICY
A-123, A-11
A-130
Ex. Or 1346D
OMB Circulars

WE WILL SUPPORT WHAT DHS IMPLEMENTS
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

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

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. 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 EMPHASIS 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. BUILDING THE PIPELINE AND HELPING TO RETAIN TALENT

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

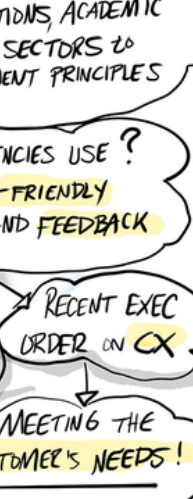
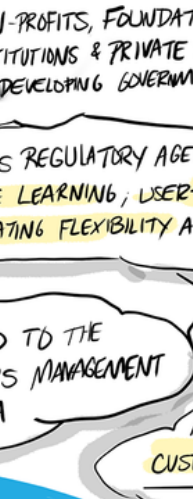
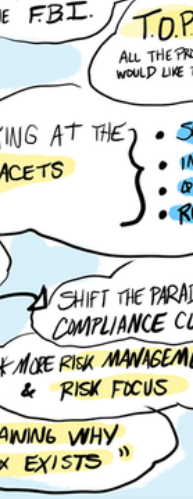
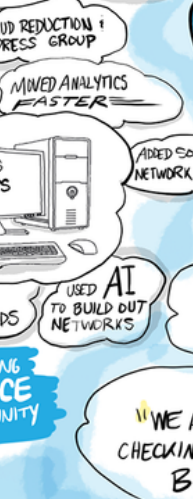
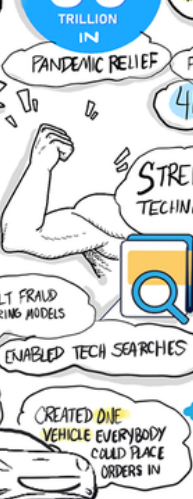
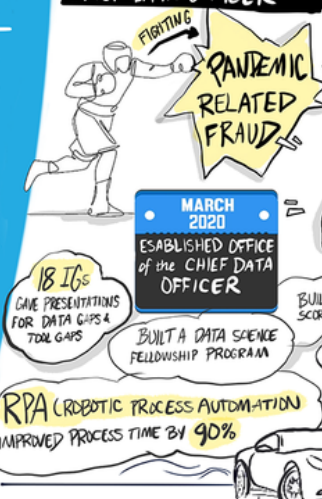
3. MASS-HIRING EVENTS / PIPELINE DHS HAS PRESIDENT'S UMD, HELICOPTERS CREATING AN ENERGETIC EXPERIENCE, TARGETING NEW HIRES & TOP TALENT

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

MAIN QUESTIONS FROM THE MODERATOR
1. HOW CAN INDUSTRIES HELP SHAPE THE GOVERNMENT? WHAT CAN WE DO TO HELP?
2. HOW DO WE MAKE THE CHOICE 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?



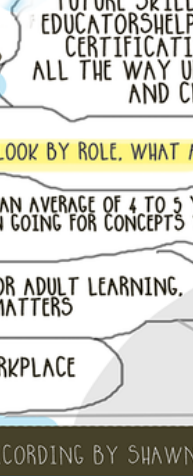
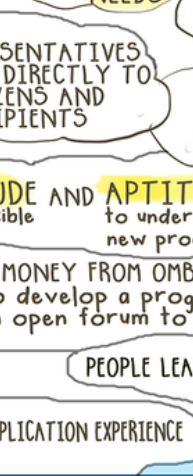
BRIAN LORENZE
CHIEF DATA OFFICER



JOELLEN JARRETT
CHIEF LEARNING OFFICER
US Small Business Administration



MARGIE GRAVES
NAPA Fellow and former Deputy Federal CIO
Office of Management and Budget



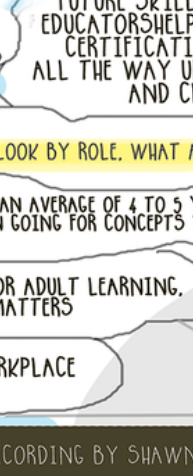
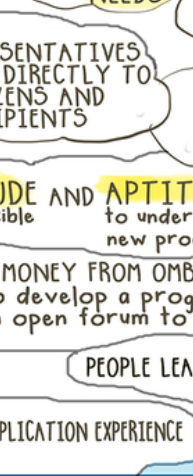
Reskilling

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



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



SSLC · NAPA · SEA

MODERATED BY:
SEAN FOLIN 3/10/22



ROB WALTHERMAN
OFFICE OF SHARED SOLUTIONS
& PERFORMANCE MANAGEMENT

COURTNEY ANDERSON
OSSPI (GSA)



PERFORMANCE
MANAGEMENT
FRAMEWORK

SET FRAMEWORK PROCESS
& PERFORMANCE MEASURES FOR
OSSPI and the QSMOS

TIERED PERFORMANCE MANAGEMENT
FRAMEWORK & PROCESS

BALANCED SCORECARD,
PERFORMANCE MEASURES &
PHASED ROLLOUT APPROACH



ENTERPRISE
VIEW

OMB - M-19-16
QSMO BUSINESS ARCHITECTURE
GSA WIDE STRATEGY & PERFORMANCE
QSMO CUSTOMER AGENCY STRATEGY
PERFORMANCE GUIDANCE

CUSTOMER DIMENSION
STANDARDS ADOPTION DIMENSION
FINANCIAL DIMENSION
MARKETPLACE OPERATIONS DIMENSION

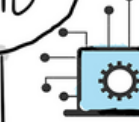
CYBERSECURITY / FINANCIAL MANAGEMENT / QSMO
GRANTS MANAGEMENT / HUMAN RESOURCES

PHASED ROLLOUT APPROACH

CRAWL WALK RUN!

PLAN & EXECUTE CUSTOMER
SATISFACTION SURVEYS
COLLECT PERFORMANCE DATA
OPERATIONALIZE QSMO PERFORMANCE
MANAGEMENT PROTOTYPE

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

NEED FOR COMMERCIAL
MARKETPLACE

✓ SIGNIFICANT DEMAND
✓ MARKETPLACE GAP
✓ MORE AFFORDABLE
SOLUTIONS

DEVELOPMENT → DEPLOYMENT → MAINTENANCE of the QSMO MARKETPLACE



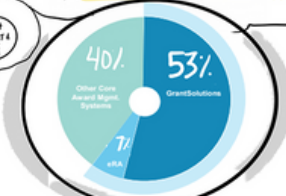
PRESIDENT'S AGENDA
PRIORITY 1: STRENGTHEN & EMPOWER FEDERAL WORKFORCE
PRIORITY 2: DELIVERING EXCELLENT, EQUITABLE, SECURE FEDERAL SERVICES
PRIORITY 3: MANAGE THE BUSINESS OF GOVERNMENT TO BUILD BACK BETTER



GRANTS ECOSYSTEM

FOREIGN ENTITIES
STATE, LOCAL, TRIBAL
GOVERNMENTS
COLLEGES & UNIVERSITIES
NON-PROFITS
SCIENTIFIC RESEARCHERS
FOR-PROFIT, SMALL BUSINESSES
PRIVATE INSTITUTIONS

FY21 TOTAL GSA-WIDE OBLIGATIONS



GRANTS QSMO RELEASED RFI
3/9/22 TO:

PROVIDE INFO
IDENTIFY COMMERCIAL
GRANTS
COLLECT RECOMMENDATIONS

SSLC · NAPA · SEA

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

NATIONAL SURVEY DATA

EXISTING WORKFORCE

OPPORTUNITY GAPS

TECHNOLOGY

LEADERSHIP PROGRAMS

ADJUSTMENTS THAT CAN
BE MADE FOR SUSTAINABILITY

NO TEMPORARY
BAND-AIDS

ADDRESSING THE
ROOT CAUSE

ASSOCIATED PAY RANGES

ESTABLISHING
SOLID FRAMEWORK

PERFORMANCE
MEASURES

PAY GAPS

FIGURING OUT "THE STORY"
BEHIND THE STORY

GENDER PAY GAPS WERE
GREATER FOR MANAGERS

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

ANALYTICS TO
ENSURE A BASE SALARY

ESTABLISHING
THE "MEDIANS"

VALUE PROPOSITION

SETTING ENTRY
LEVEL PAY

MID LEVEL
MENTORSHIP
PROGRAM &
TALENT REVIEWS

APRIL 2022

SHARED SERVICES
LEADERSHIP COALITION



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ASSOCIATION



NATIONAL ACADEMY OF
PUBLIC ADMINISTRATION

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



APRIL 2022

MAY 2022

SHARED SERVICES
LEADERSHIP COALITION



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EXECUTIVES
ASSOCIATION



NATIONAL ACADEMY OF
PUBLIC ADMINISTRATION

SHARED SERVICES FORUM For AGENCY IMPLEMENTATION LEADERS

HOSTED BY
SEAN FOLUN
ENCOUNTER STRATEGIES

MAY
12
2022



MARY SPRAGUE
OFFICE OF SECRETARY/DOT



STEVE KRAUSS
HUMAN RESOURCES OSMO
(OPM)



JONATHAN WITTER
PRINCIPAL DEPUTY DIRECTOR
(DFAS)



JONATHAN CLARK
DIRECTOR/ENTERPRISE
AUDIT PMO
(DFAS)

DEPARTMENT OF TRANSPORTATION



DEMAND-DRIVEN PORTFOLIO



THEN! NOW!
VS

MISSION



VISION



PRIORITIES!

STRENGTHEN & EMPOWER
FEDERAL WORKFORCE

DELIVER EXCELLENT & SECURE
EQUITABLE CUSTOMER EXPERIENCE

MANAGE BUSINESS
OF GOVERNMENT & BUILD BACK
BETTER

ENTERPRISE RISK MANAGEMENT



THE HR OSMO

PRE-DESIGNATED OPM as the
OSMO for CIVILIAN HR TRANSACTIONS

TIGHTER INTEGRATION

AGENCY HR OFFICES

FORUM FEEDBACK

FULLY OPERATIONAL

? MAXIMIZING ERM RESPONSE TIME?

TRANSITION -> LESSONS LEARNED?

DO DIFFERENT?

NEW RESIDES @ OPM

LEVERAGING SYNERGY

OPM MISSION LEVERS

HR OSMO SERVICE MARKETPLACE

CHCO/AGENCY INTERESTS

HRIT MODERNIZATION

HR OSMO MARKETPLACE STAND-UP

DATA SERVICES/ANALYTICS

TALENT ACQUISITION

SHARED SERVICES
LEADERSHIP COALITION



SENIOR
EXECUTIVES
ASSOCIATION

GRAPHIC RECORDING BY
SHAWN REEVES

FIXING the FEDERAL WORKPLACE

MAY
19
2022

WORKING FORWARD FORUM

MODERATED BY:
JASON BRIEFEL



JENNIFER ANASTASOFF
EXECUTIVE DIRECTOR
TECH TALENT PROJECT



TRACI DIMARTINI
CHIEF HUMAN CAPITAL OFFICER
GENERAL SERVICES ADMINISTRATION (GSA)



SULTAN MEGHJI
FORMER CHIEF INNOVATION OFFICER
FEDERAL DEPOSIT INSURANCE CORP. (FDIC)

WE NEED IT MODERNIZATION in the GOVERNMENT

CIVIL SERVANTS NEED THE MONEY, TOOLS & LEADERSHIP to EXECUTE

OPPORTUNITY TO FUNDAMENTALLY CHANGE HOW WE SERVE

SUPPORT INNOVATION

HELP

EVALUATING ROLES

UNIQUE NEEDS

ROLES

"WE ARE NOT THE PRIVATE SECTOR"

ADDRESS the TENSION

PROCESS-BASED APPROACH

INNOVATION IS AT THE ORGANIZATIONAL LEVEL

"PEOPLE ARE NOT WIDGETS"

CHANGE MANAGEMENT

VALUE DELIVERY

PRIORITIZE

RAISE UPSKILLING EFFORTS

UNDERSTANDING OUTCOMES

FACTOR in TECHNICAL CHANGE

BREAK DOWN the SILDS

MOVE TECH TALENT DIRECTLY TO your ORGANIZATIONS

VALUE DELIVERY

PRIORITIZE

VALUE DELIVERY

PRIORITIZE

VALUE DELIVERY



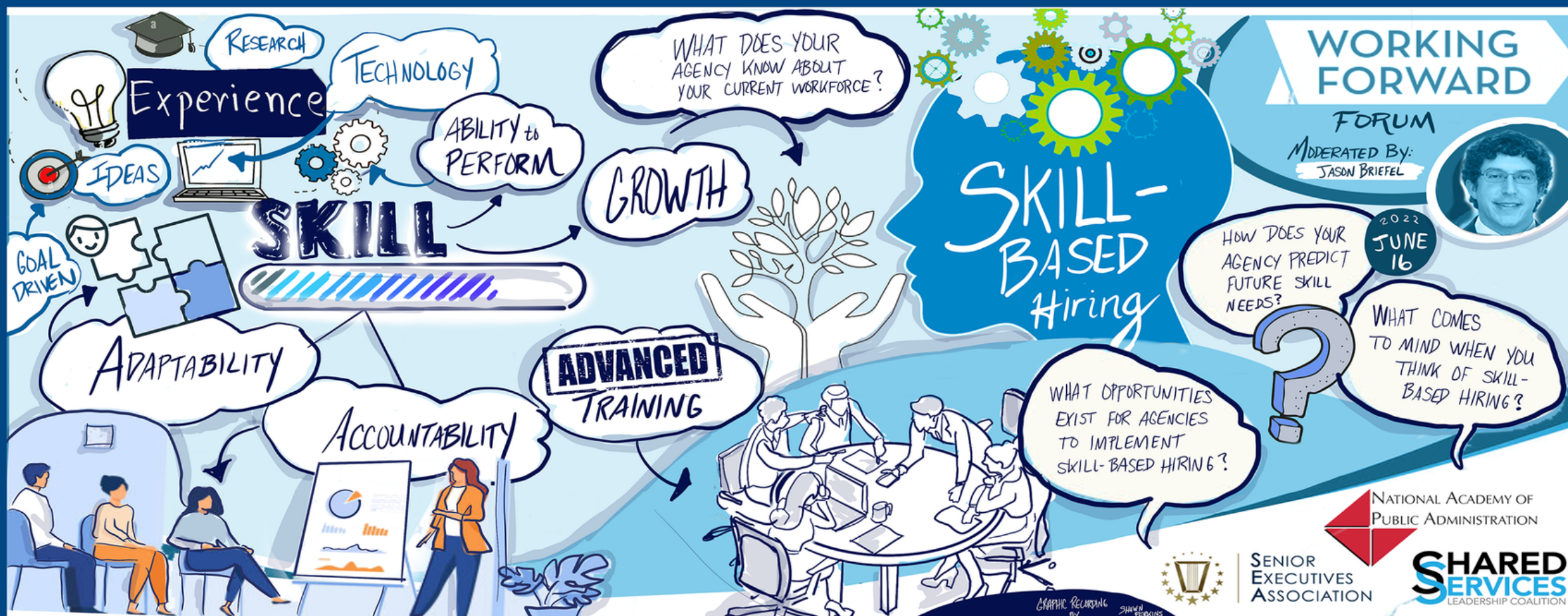
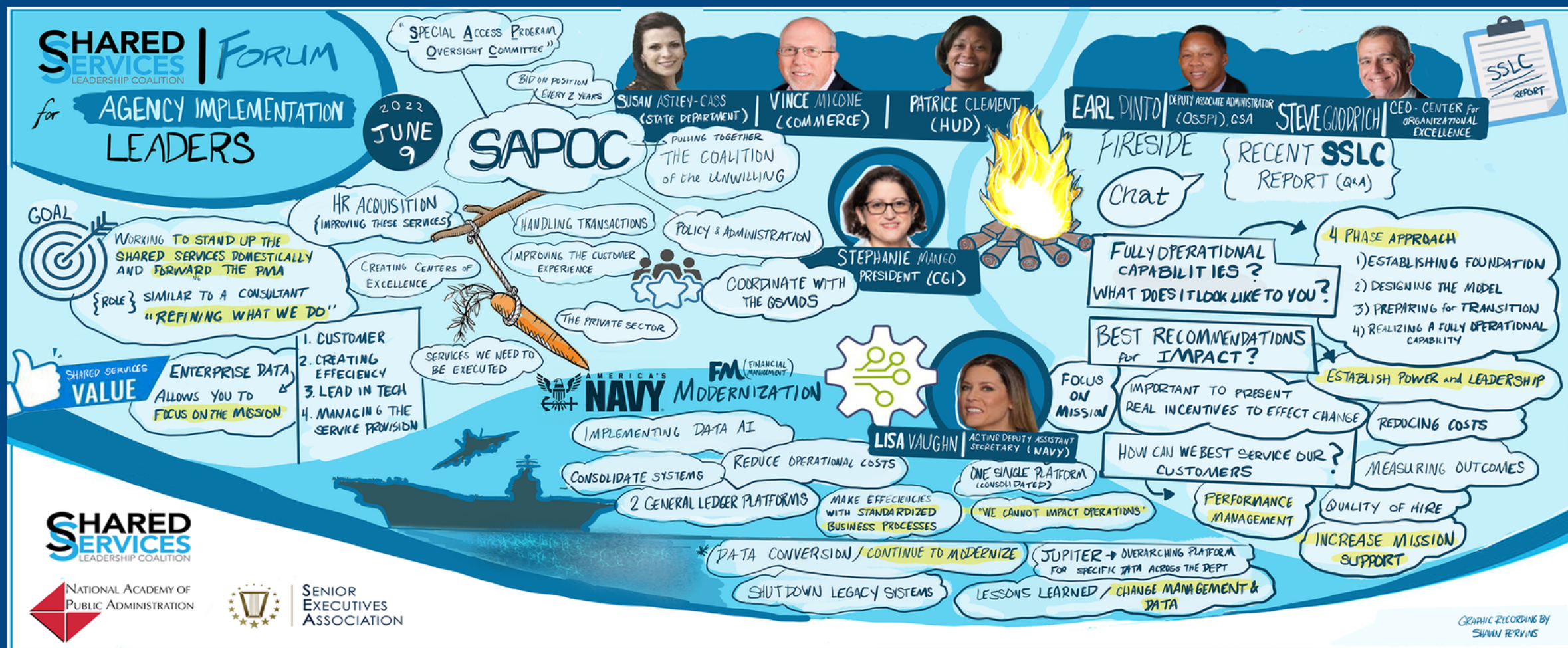
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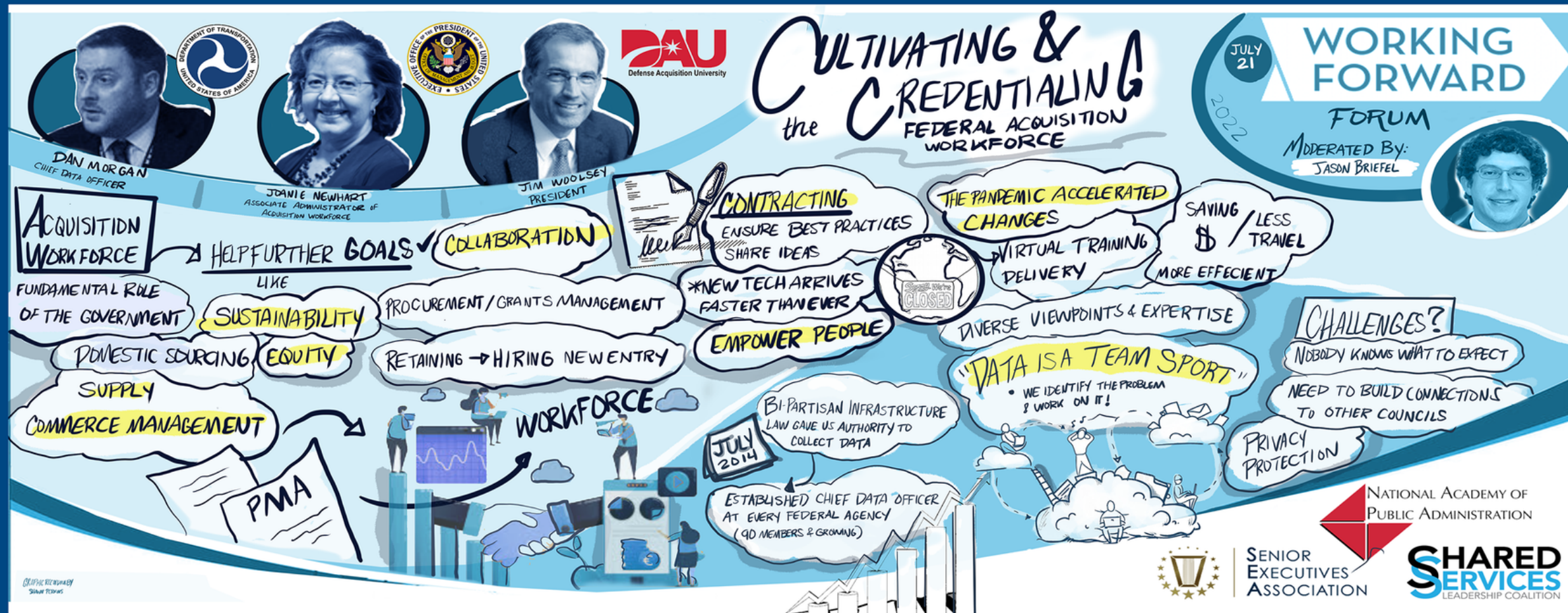
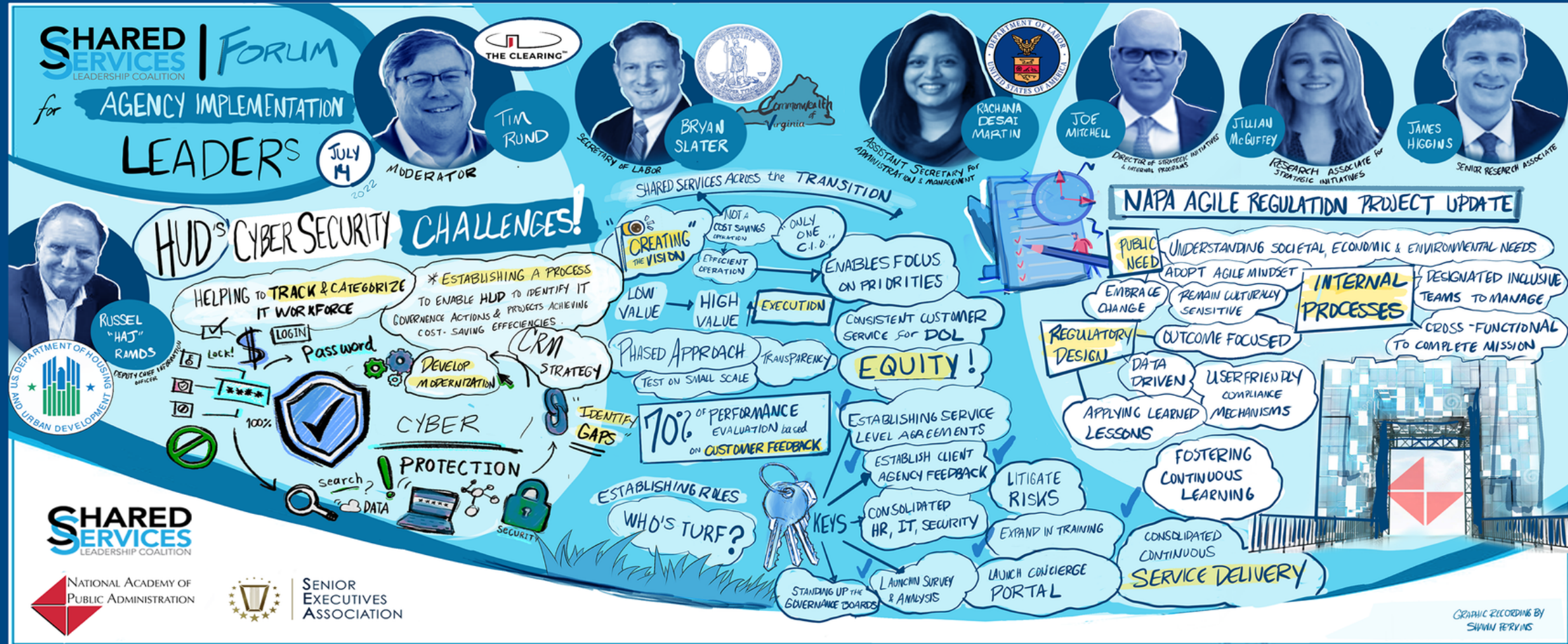
SHARED SERVICES
LEADERSHIP COALITION

MAY 2022

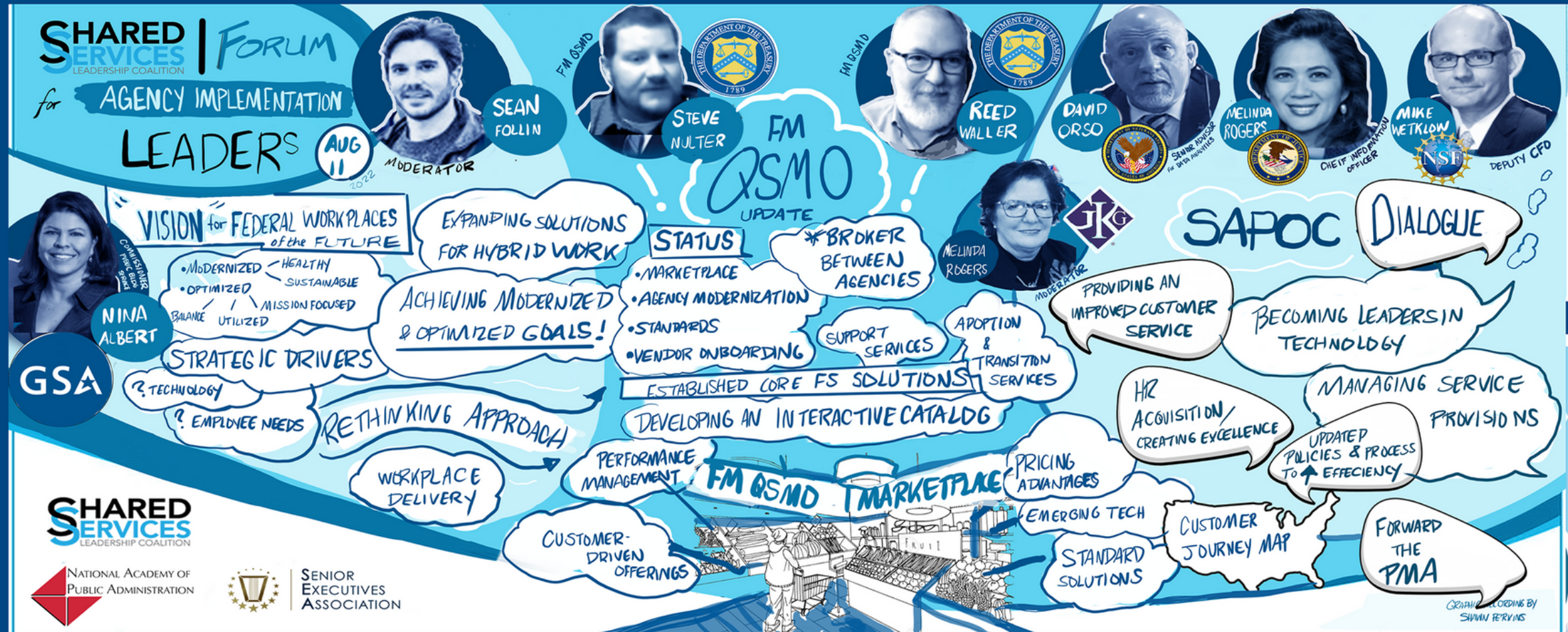
JUNE 2022



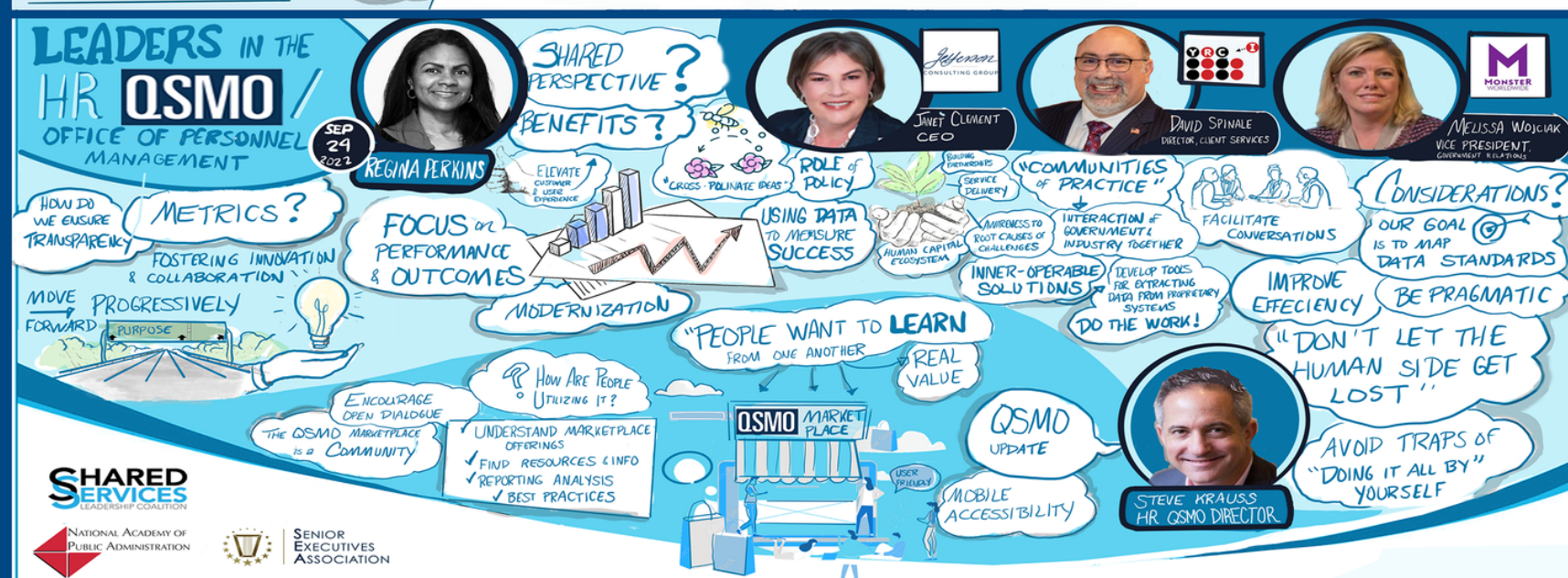
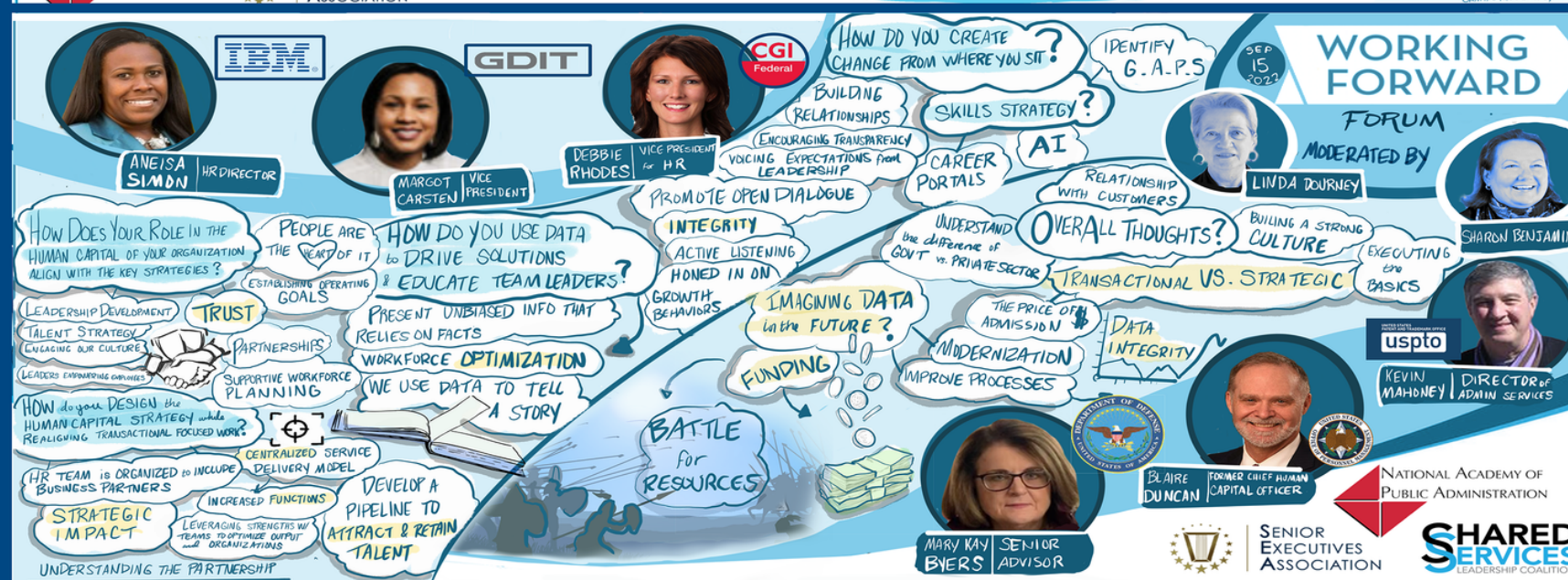
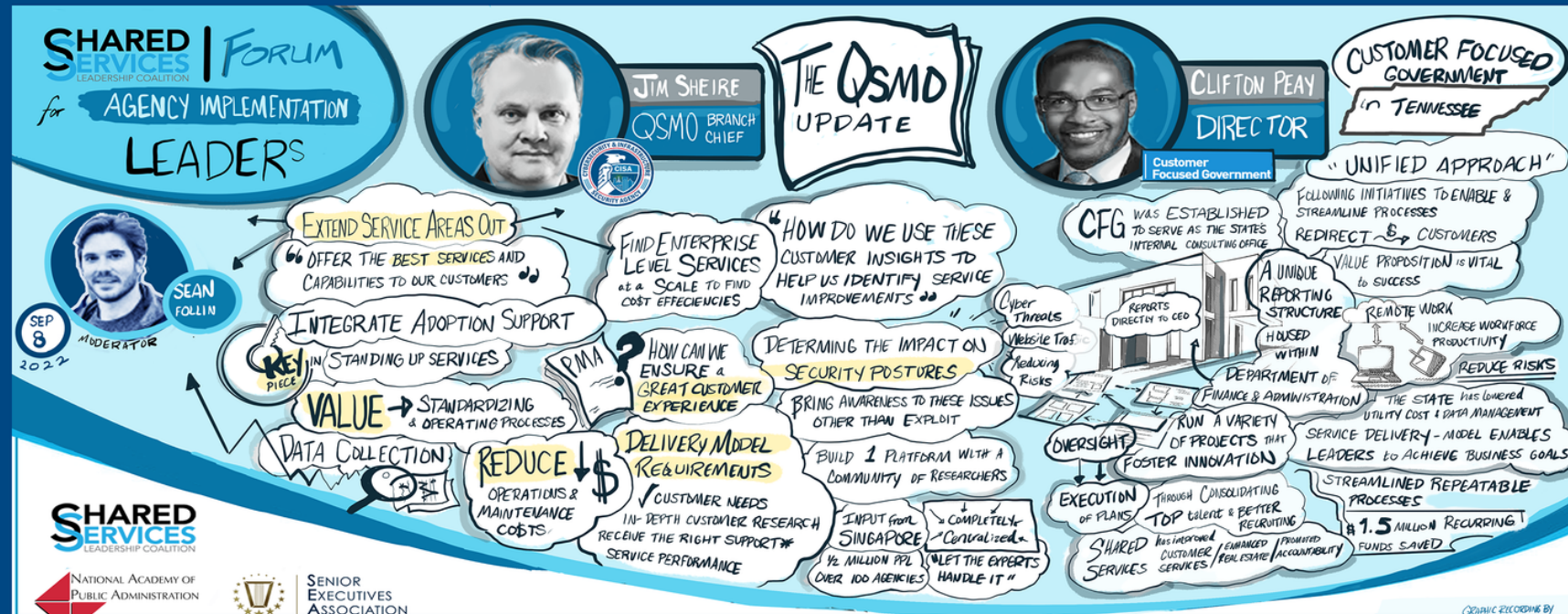
JULY 2022



AUGUST 2022



SEPTEMBER 2022



OCTOBER 2022

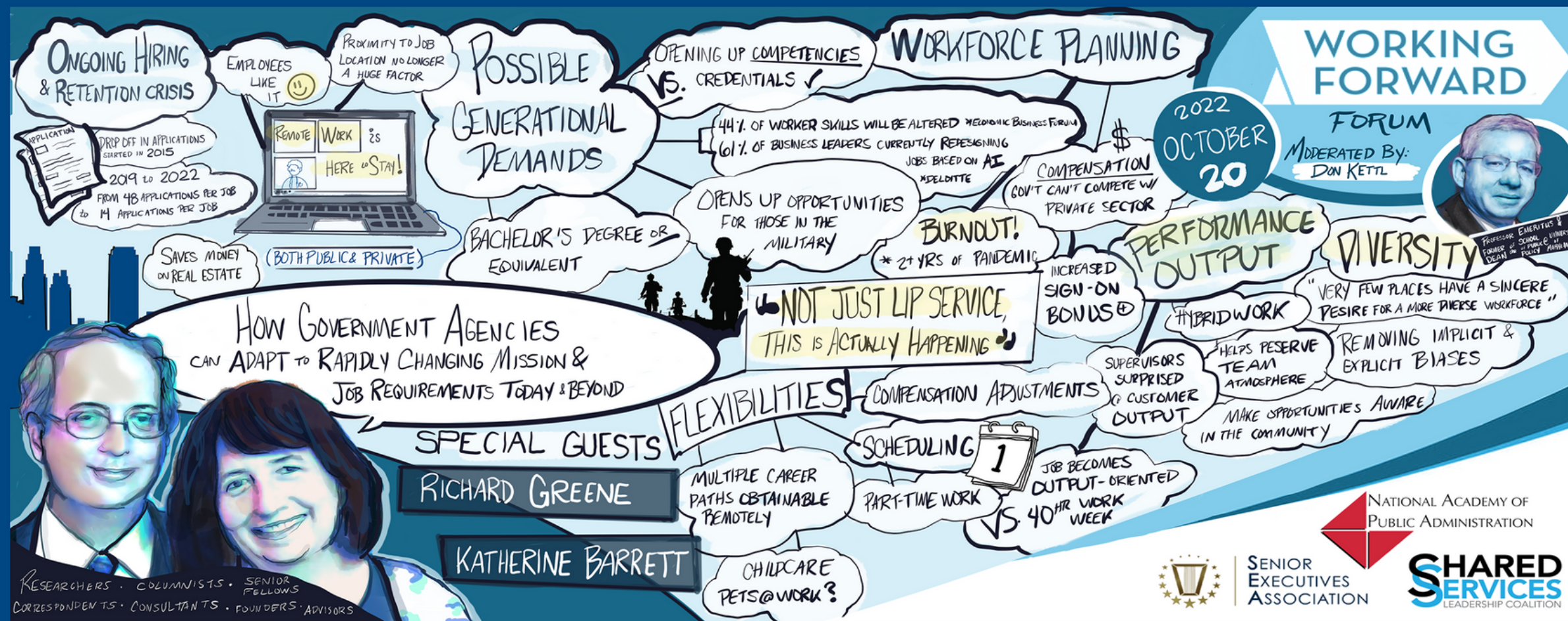
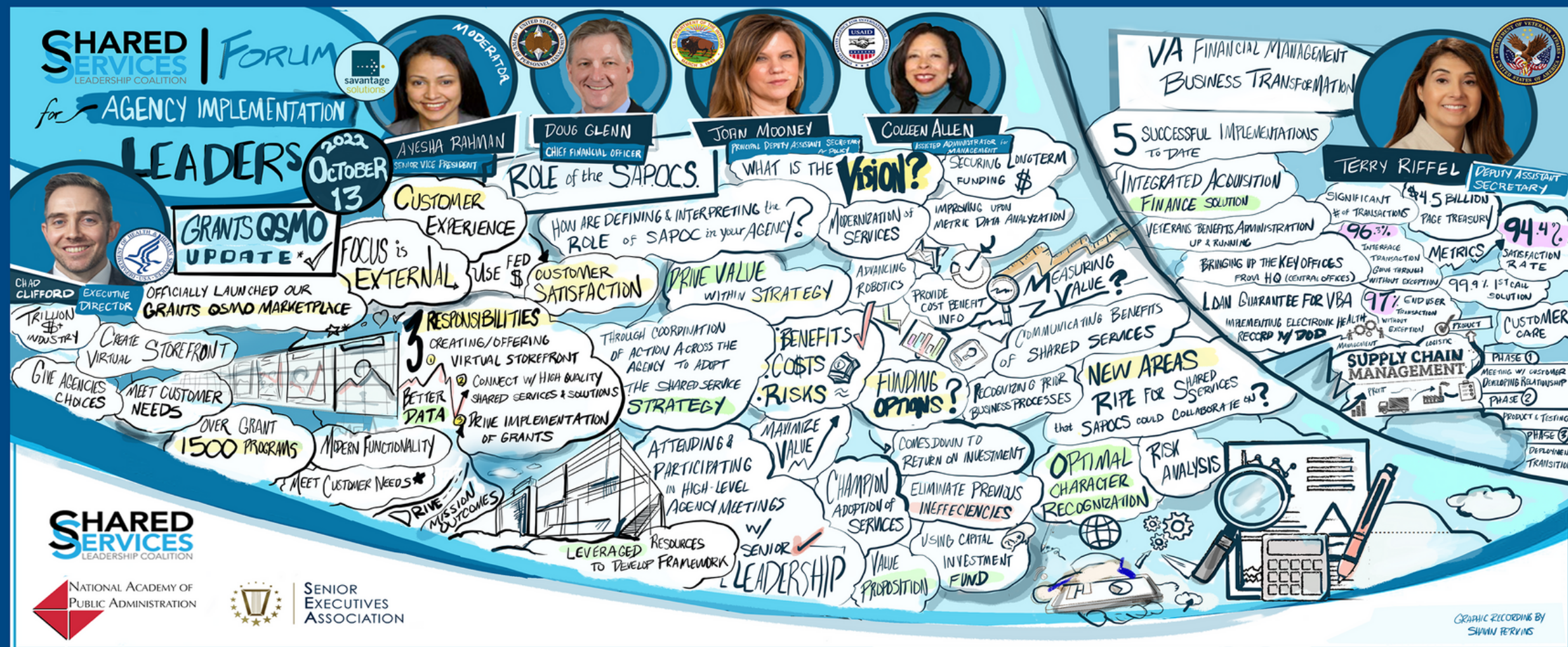
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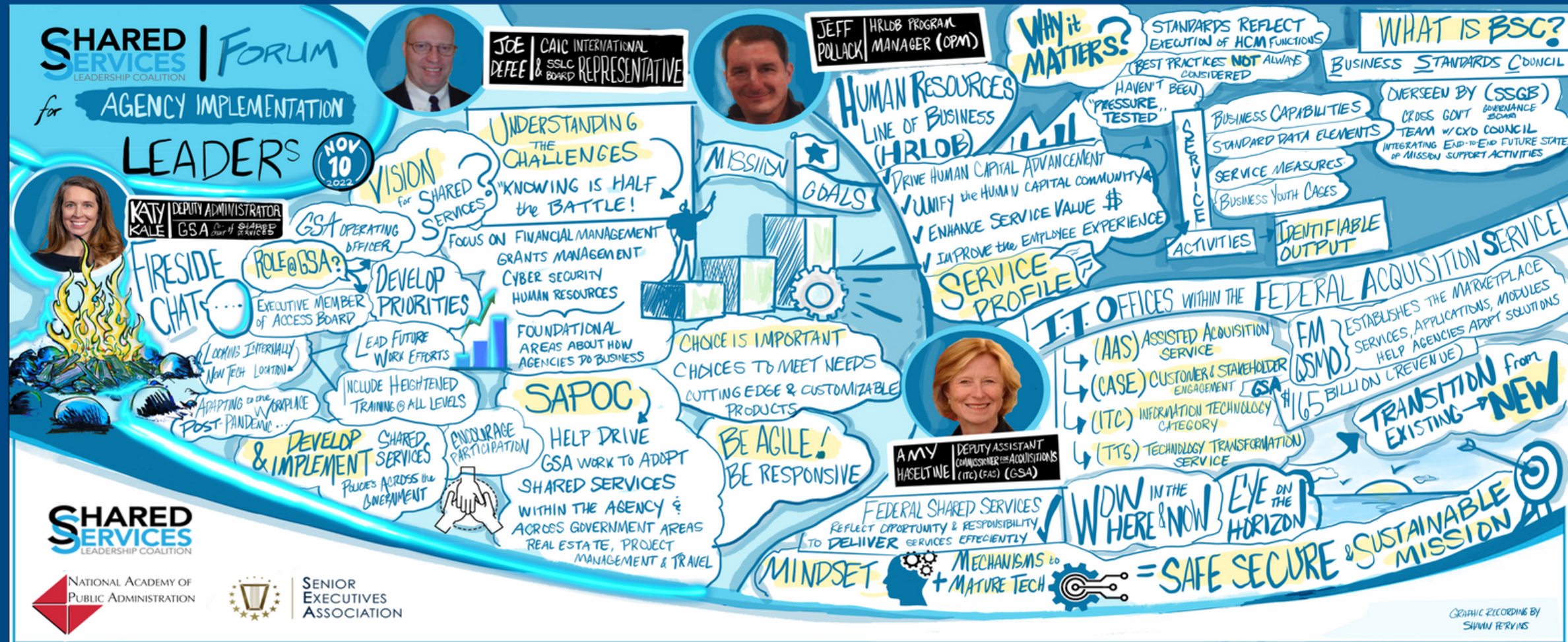


NATIONAL ACADEMY OF
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OCTOBER 2022

NOVEMBER 2022



DECEMBER 2022

