

## **Shared IT Services Strategy** *Information Briefing*

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### IT Reform Agenda

## 25 Point Plan Item #6: Develop Strategy for Shared Services

- Federal CIO will develop a strategy for shared services by December 2011
- Strategy will build on earlier Federal Government successes in shared services and include benchmarks for usage, uptake rates, SLAs, customer satisfaction levels, costs, and overall economic effectiveness
- Managing Partners of shared services will assess the current state and develop and release a roadmap to improve quality and uptake
- Managing Partners will be responsible for executing roadmaps
  - held accountable for improvements in SLAs and reductions in cost
  - enable the current shared services to be accessible governmentwide at higher quality levels



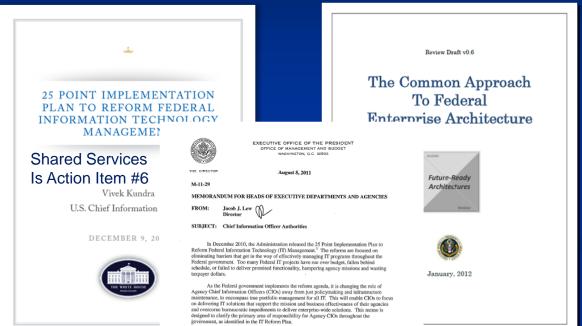
### **Related Policy and Guidance**

The Common

(Draft: Nov 2011)

Approach to

Federal EA



**IT Reform** Agenda's 25-Point Plan (Dec 2010)

an integral part of the yearly budget process for an agency. The IT Reform plan restructured the investment review boards (IRBs) by requiring Agency CIOs to lead "TechStar" sessions – actionable meetings designed to improve line-of-sight between project teams and senior executives. Outcomes from these sessions must be formalized and followed-up through completion, with the goal of terminating or turning around one third of all underperforming IT Investments by June 2012.

the disertifing efficiency of their agencies. In addition to their statutory responsibilities through

the Clinger-Cohen Act and related laws, under the IT Reform Plan there are four main areas in

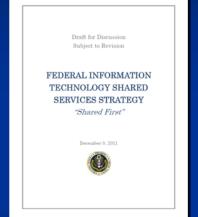
Governance. CIOs must drive the investment review process for IT investments and

have responsibility over the entire IT portfolio for an Agency. ClOs must work with Chief Financial Officers and Chief Acquisition Officers to ensure IT portfolio analysis is

http://www.cip.gov/documents/25-Point-Implementation-Plan-to-Reform-Federal%2017.pd Public Law 104-105, Division E, Clinger-Cohen Act of 1996

which Agency CIOs shall have a lead role:

M-11-29 **CIO** Authorities Memo:



**Shared Services Strategy** (Draft: Dec 2011)



FEAv2.0 (Draft: Mar 2012)

#### Governance

CIO Strategy and Planning Committee - Shared Services Subcommittee



#### **Shared Services Subcommittee**

- Responsible for promoting the use of intra- and inter-agency shared services for mission and support functions.
- Support the advancement of planning practices, increased use of shared services, and the development of materials and recommendations to enable implementation of shared services.
- Additionally, will partner with the CIO Council's Best Practices Subcommittee as appropriate to reduce redundancies.
- Led by Co-Chairs who are responsible for participating in SPC Leadership functions and coordinating /executing Subcommittee work plans which are approved by the SPC Co-Chairs.



# Shared Services Subcommittee Approach

- "Crawl Walk Run" evolving strategy
  - Phase I Crawl: Initial focus on leveraging and expanding Commodity IT services
  - Phase II Walk: Leverage current LoBs and new shared support services to develop next generation of "inter-agency" shared services
  - Phase III Run: Drive intra and inter-agency shared IT services into core mission areas
- Agency CIOs to pool purchasing power across the government to drive down costs and improve performance.
- Breakdown barriers to Inter-Agency collaboration
- Leverage and Share existing services first before standing up new ones
- Share existing commodity IT contracts first before beginning new contracts
- Consolidate duplicative investments and applications



## Implementation: Two Work Streams

	Intra-Agency Shared Services	Inter-Agency Shared Services
Owner	Agency CIOs	Managing Partners
Scope	Commodity IT	LOBs
2012 Focus	Implementation of Agency Enterprise Architecture/Shared Service Plans	Service Improvement
Key Deliverables	Migrations, EA Plans	Assessment, Benchmarks, Roadmap

Intra-Agency Service Center (Dept. CIOs)	Commodity IT: E	/ebsites/CMS mail/Collaboration lobile/Wireless
Inter-Agency LOBs / BCs (Managing Partners)	<ul><li>Budget</li><li>Financial</li><li>HR</li></ul>	<ul><li>Performance</li><li>Security</li></ul>



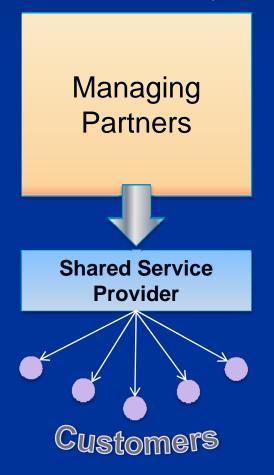
### **Work Stream #2: Inter-Agency**

Led by OMB and Managing Partners		
Assessment	<ul><li>Vision and Scope Statements</li><li>Governance Plan</li><li>Operating Model</li><li>Technology</li></ul>	
Benchmarks	<ul><li>Customer Satisfaction</li><li>Usage</li><li>Cost</li><li>Mission Effectiveness</li></ul>	
Improvement Roadmap	<ul> <li>Strategy for improving areas identified through assessment and benchmarking process</li> </ul>	



## Initial Approach for Managing Partners

 Focus on Benchmark Assessments for existing LoBs and development of Modernization and Improvement Roadmaps



#### **Three-Year Plan**

FY 2012 • Conduct assessments of existing LoBs

(approx. Aug. 30)

- Develop benchmark metrics (usage, SLAs, quality, etc.)
- Develop roadmaps to improve existing services, including 3-Year Plan of Actions and Milestones (POAM and high level analysis of alternatives (AoA)
- FY 2013 Provide quarterly reports on service metrics
- FY 2014 Provide quarterly reports on service metrics

#### **Managing Partner Shared Services**

- BudgetGISPerformance
- FinancialHRSecurity