



Bureau of the Fiscal Service

Leveraging “One Voice” today for Financial Management
Success tomorrow...

GWA “One Voice”

Communication & Collaboration

December 2012



Welcome

Objectives of the Fiscal Service One Voice

1

Position the Fiscal Service as a collaborative organization focused on internal as well as external GWA operational efficiency

2

Promote, share, and guide the development of strategic marketing/messaging, engagement/outreach, and consistent agency implementations practices

3

Establish coordinated, standardized and repeatable methodologies, tools, agreements and relationships that enable the Bureau to consistently address complex GWA challenges and transform financial management across government

4

Empower a community of GWA outreach and agency implementation specialists to navigate unforeseen issues and risks

5

Provide the Bureau with customer visibility and insight that serves as a catalyst in the transformation of the federal government





Fiscal Service One Voice Overview

The Need for One Voice

*“The number of Fiscal Service system changes and implementation timelines must be communicated in a **consistent and collaborative manner.**”*

*“Identify and engage the **correct agency points of contacts** to enable successful implementations.”*

*“Recognize that there are **different audiences and types of communications** (e.g., business and technical).”*

*“Partner with agencies to consistently discuss Fiscal Service system **status updates, impacts and risks.**”*

*“Assign a Fiscal Service agency representative that can help to **provide timely answers to system implementation questions.**”*

*“Improve the Help Desk Operation and Refine the Fiscal Service Website for **responsiveness, ease of use and improved navigation.**”*





Fiscal Service One Voice Overview

The Fiscal Service Challenge

Managing Financial Services across *more than 220* federal agencies is growing increasingly complex with different:

- Locations, sizes and levels of complexity
- Business and Technical management practices
- Business and Technical impacts
- Varied conversion/implementation success rates

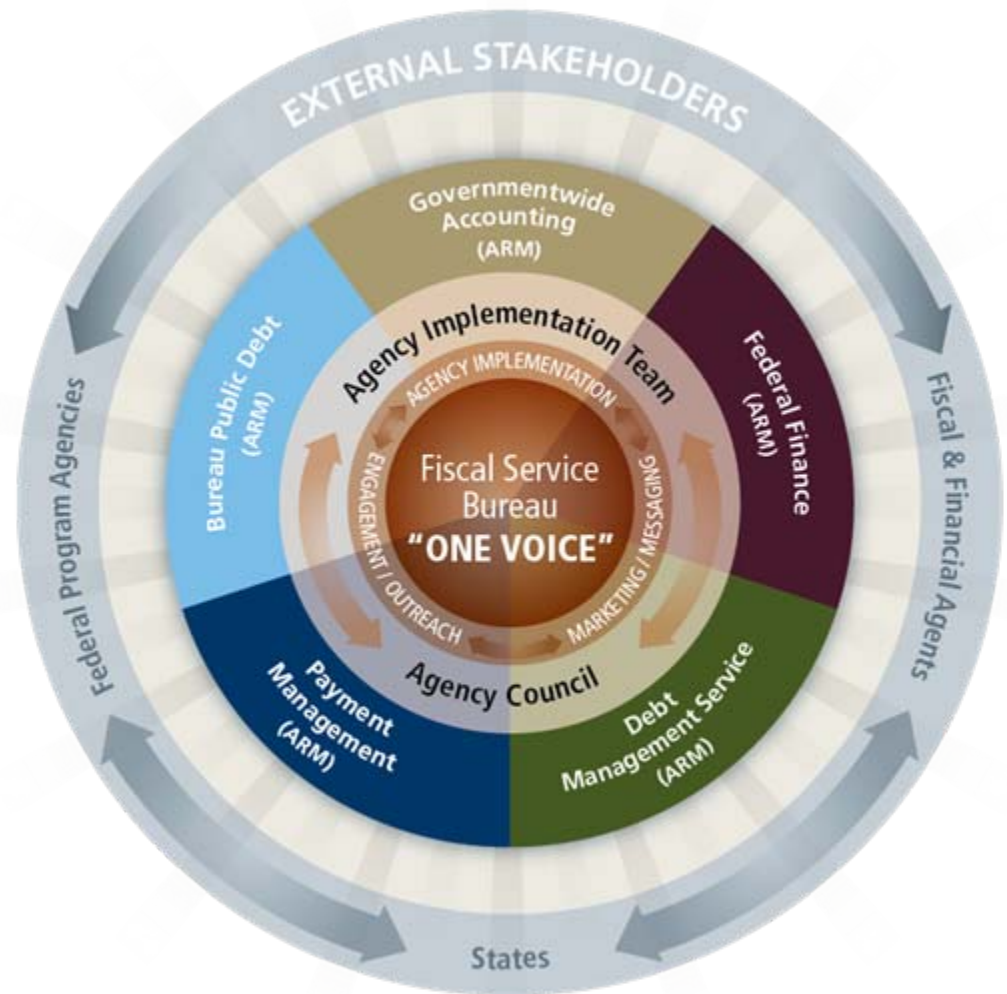
This is a significant Fiscal Service challenge and responsibility!



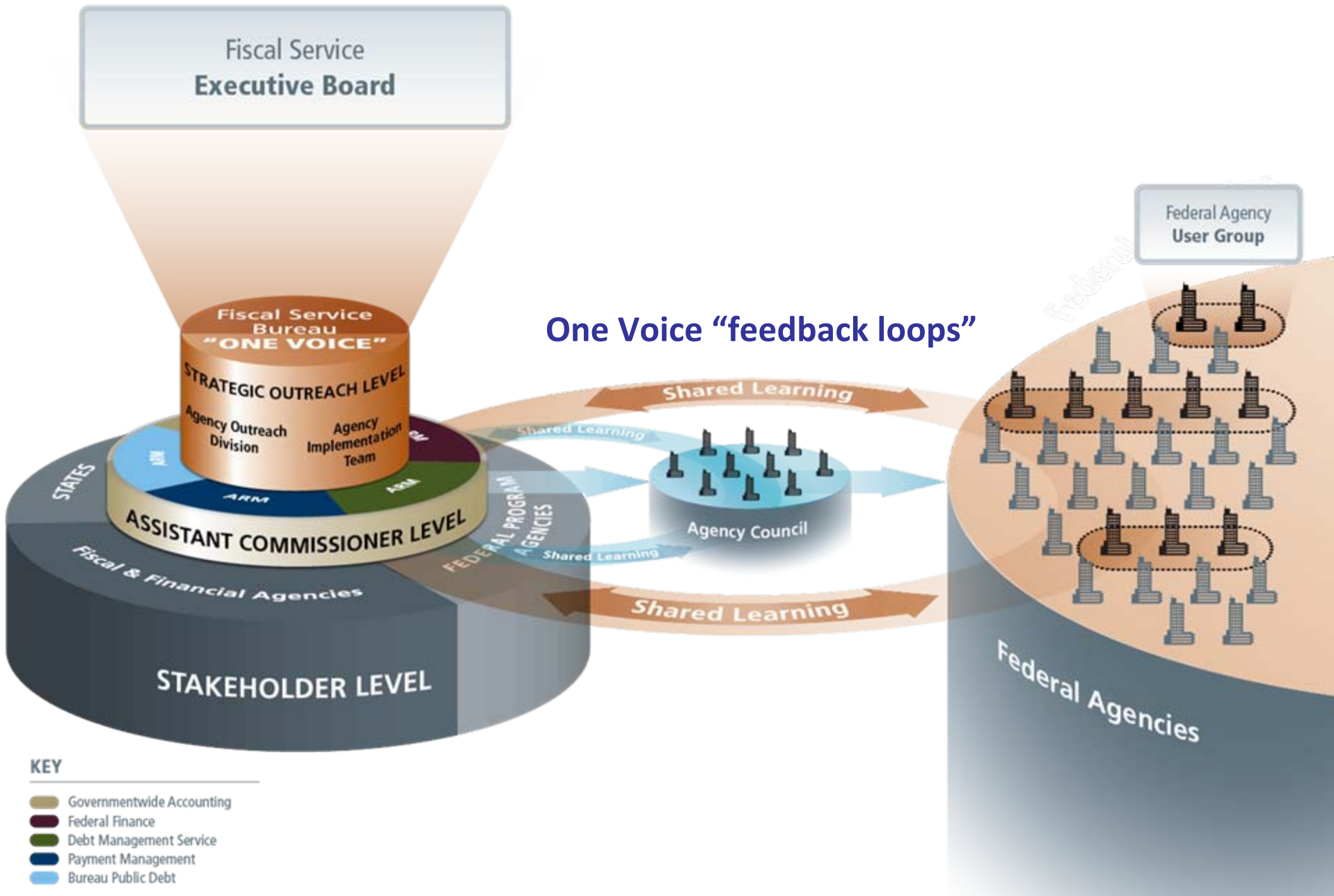
Fiscal Service One Voice Overview

What is One Voice?

“One Voice” is a **comprehensive strategy** that delivers clear and consistent **product messaging, engagement/outreach, and agency implementation** as well as an organizational platform to promote and transform financial management services to federal agencies.

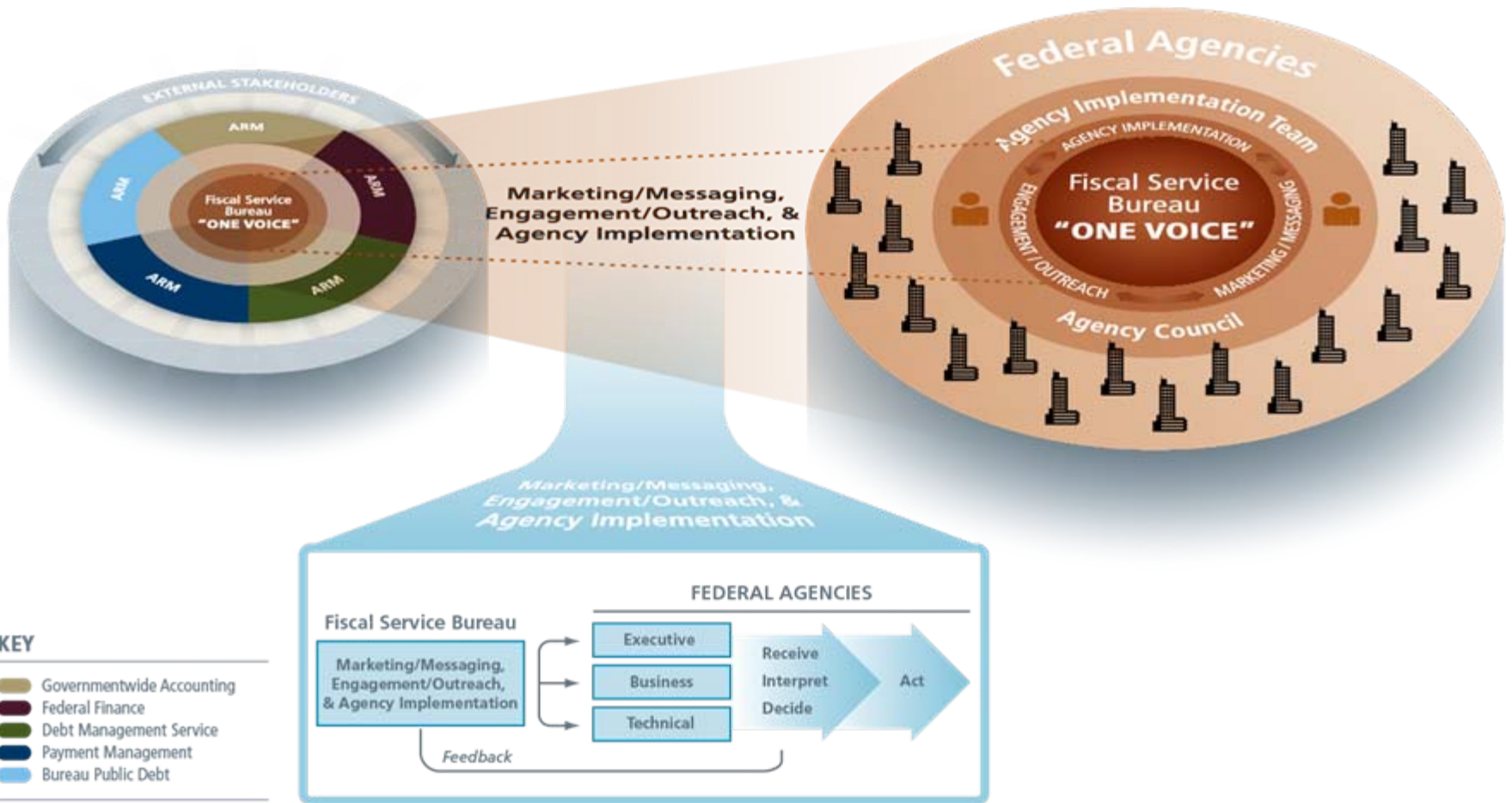


One Voice Strategic Outcome



Fiscal Service One Voice Overview

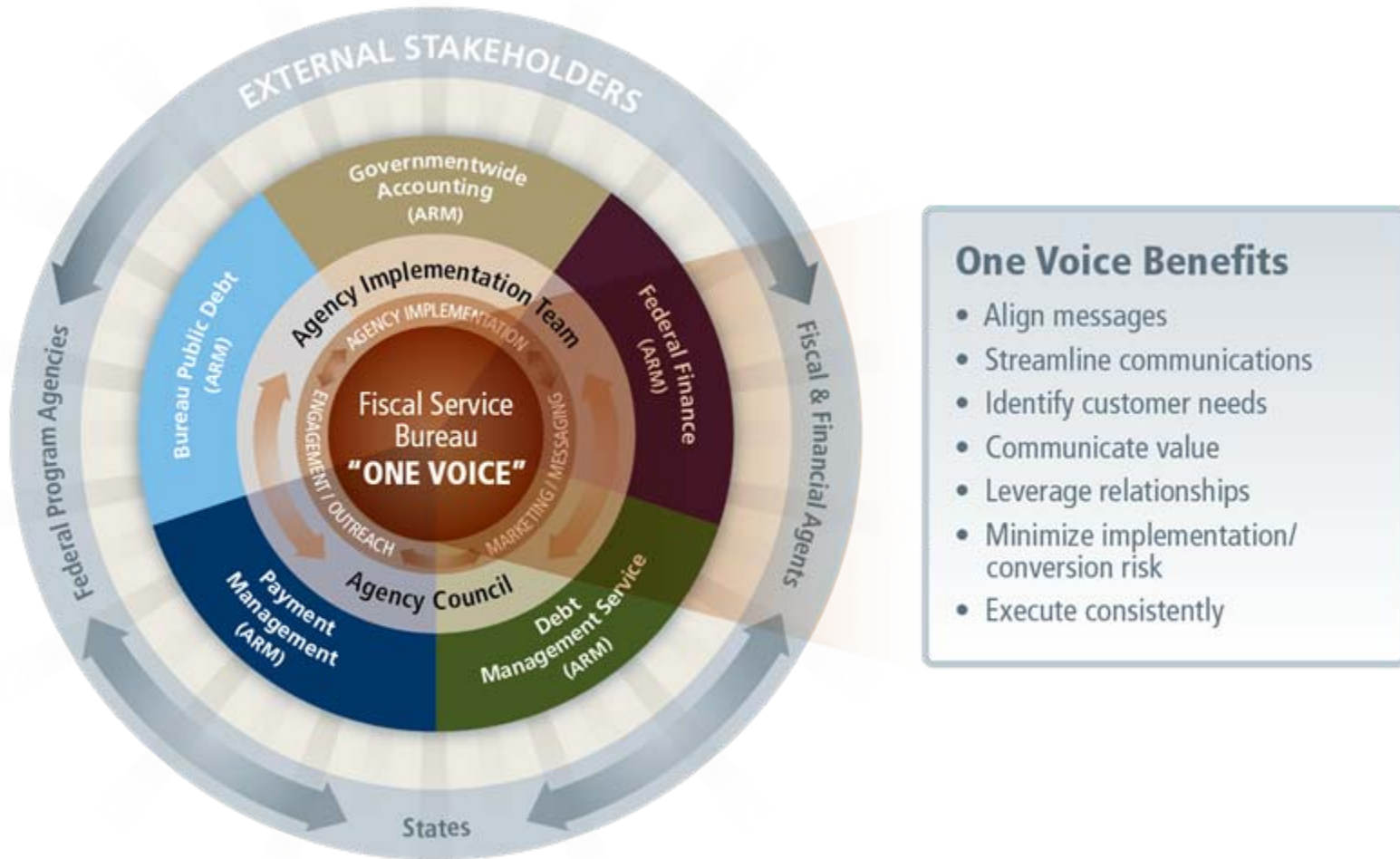
Our Model and Mission - Operational Excellence



Fiscal Service One Voice Overview

Our Model and Mission – One Voice Benefits

The customer-centric “One Voice” enhances agency relationships.





Questions & Answers

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