



Shared IT Services Strategy

Information Briefing

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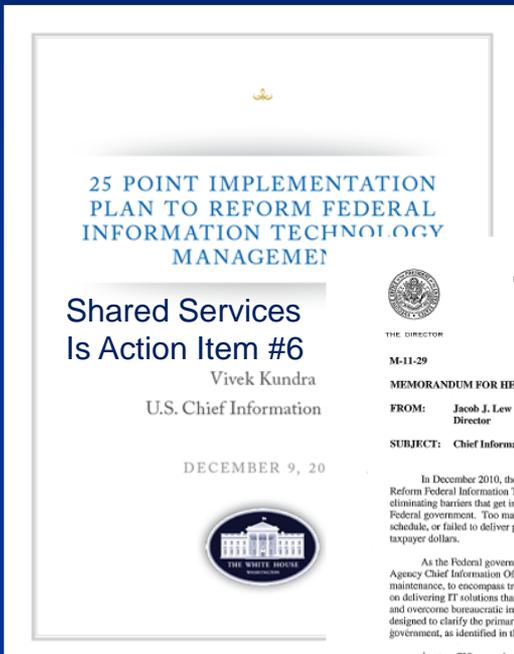
IT Reform Agenda

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

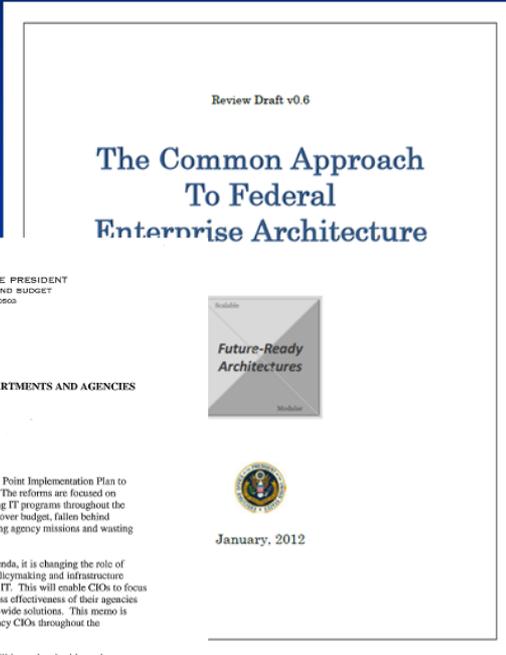
- ▶ Federal CIO will develop a strategy for shared services by December 2011
- ▶ Strategy will build on earlier Federal Government successes in shared services and include benchmarks for usage, uptake rates, SLAs, customer satisfaction levels, costs, and overall economic effectiveness
- ▶ Managing Partners 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 government-wide at higher quality levels



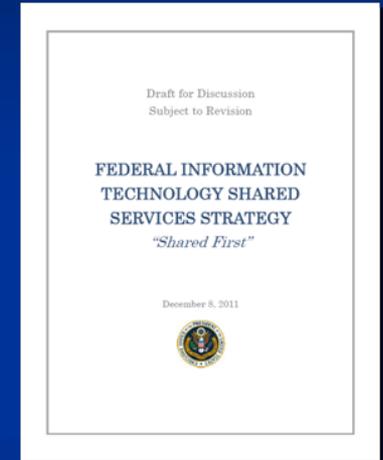
Related Policy and Guidance



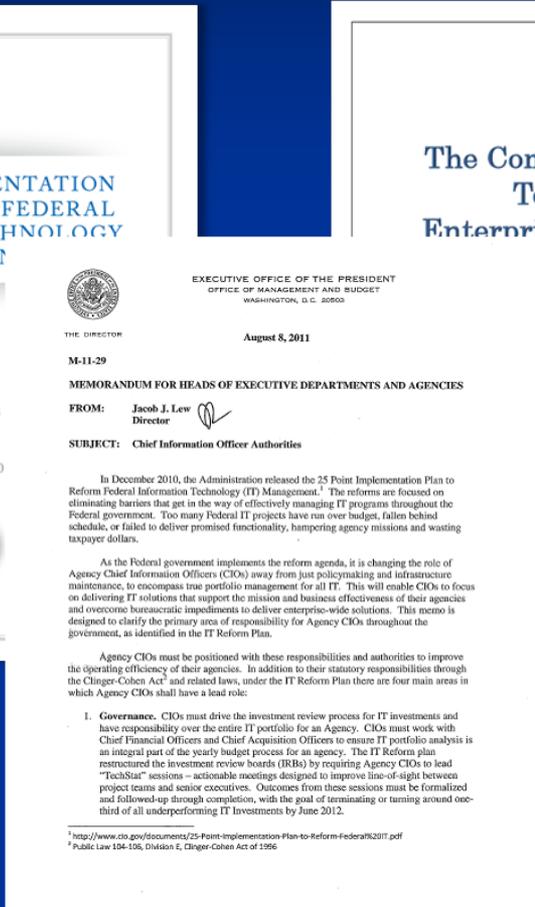
IT Reform Agenda's 25-Point Plan (Dec 2010)



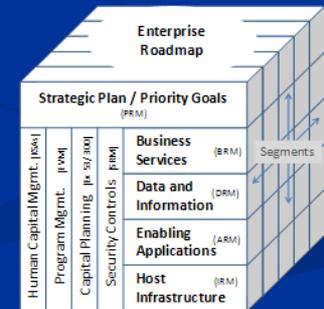
The Common Approach to Federal EA (Draft: Nov 2011)



Shared Services Strategy (Draft: Dec 2011)



M-11-29
CIO Authorities Memo:
Commodity IT (Aug 2011)

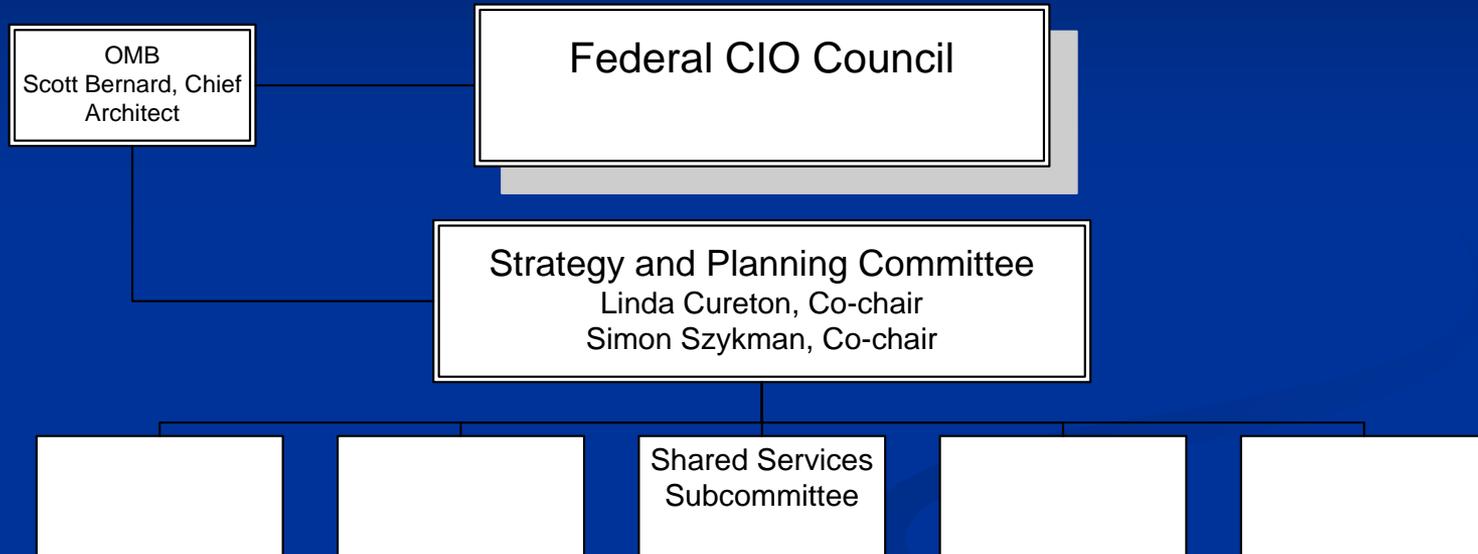


FEAv2.0
(Draft: Mar 2012)



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

<p>Intra-Agency Service Center (Dept. CIOs)</p>	<p>Commodity IT</p> <ul style="list-style-type: none"> • Websites/CMS • Email/Collaboration • Mobile/Wireless
<p>Inter-Agency LOBs / BCs (Managing Partners)</p>	<ul style="list-style-type: none"> • Budget • Financial • GIS • HR • Performance • Security



Work Stream #2: Inter-Agency

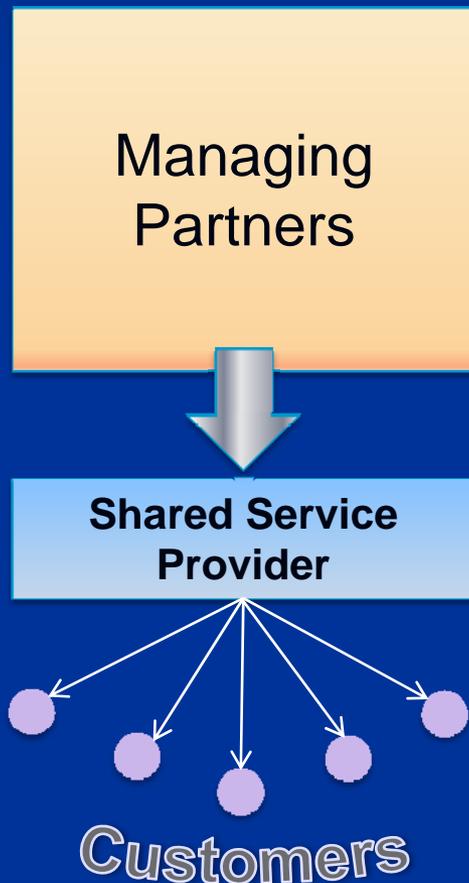
Led by OMB and Managing Partners

Assessment	<ul style="list-style-type: none">• Vision and Scope Statements• Governance Plan• Operating Model• Technology
Benchmarks	<ul style="list-style-type: none">• Customer Satisfaction• Usage• Cost• Mission Effectiveness
Improvement Roadmap	<ul style="list-style-type: none">• Strategy for improving areas identified through assessment and benchmarking process



Initial Approach for Managing Partners

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



Three-Year Plan

- FY 2012 (approx. Aug. 30)
- Conduct assessments of existing LoBs
 - 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

- | | | |
|-------------|-------|---------------|
| • Budget | • GIS | • Performance |
| • Financial | • HR | • Security |