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
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

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<th>Inter-Agency Shared Services</th>
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<td>Managing Partners</td>
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<td>Scope</td>
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<td>2012 Focus</td>
<td>Implementation of Agency Enterprise Architecture/Shared Service Plans</td>
<td>Service Improvement</td>
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<td>Key Deliverables</td>
<td>Migrations, EA Plans</td>
<td>Assessment, Benchmarks, Roadmap</td>
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**Intra-Agency Shared Services**
- [Dept. CIOs]

**Inter-Agency Shared Services**
- [Managing Partners]

**Commodity IT**
- Websites/CMS
- Email/Collaboration
- Mobile/Wireless

**Intra-Agency Service Center**
- Budget
- Financial
- GIS
- HR

**Inter-Agency LOBs / BCs**
- Performance
- Security
## Work Stream #2: Inter-Agency

Led by OMB and Managing Partners

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<th>Assessment</th>
<th>• Vision and Scope Statements</th>
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<td>• Governance Plan</td>
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<td>• Mission Effectiveness</td>
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<td>Improvement Roadmap</td>
<td>• Strategy for improving areas identified through assessment and benchmarking process</td>
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Initial Approach for Managing Partners

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

Managing Partners • 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))

Three-Year Plan

FY 2012  • 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