

Statewide Shared Services

Leveraging Technology and Best Practices
To Deliver Quality Government Services



Will Greer

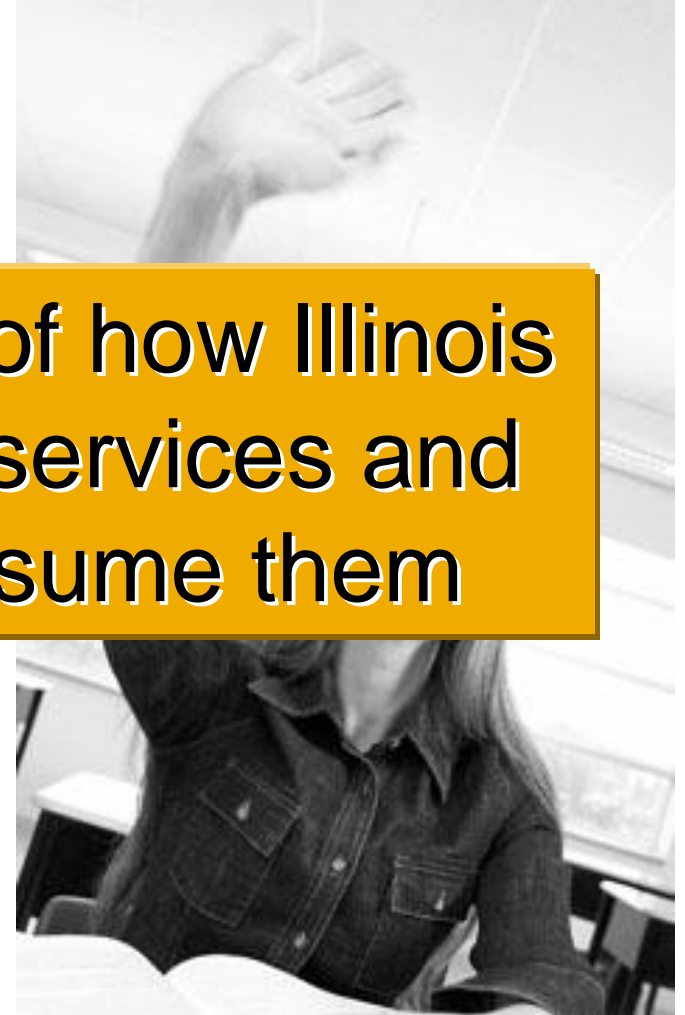
Vice President, State and Local Government
SAP Public Services

Audience Poll



Raise Your Hand If...

Fundamental re-thinking of how Illinois delivers administrative services and how the agencies consume them

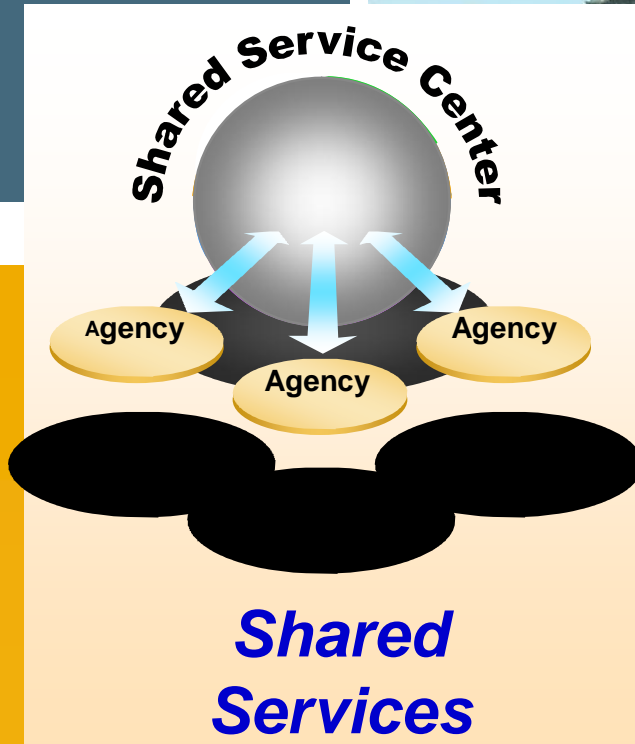


Defining Shared Services



SYSTEMS AND PROCESSES

-  Financial Management
-  Human Resources
-  Procurement
-  Systems and Technology



Shared Service Center

Decentralized

- Run agencies autonomously
- Different, separate processes and systems
- Different IT and functional staff



- Strengthen enterprise oversight
- Same, but disconnected processes and systems

- Services runned to existing agency or department
- Onsite, semi-autonomous provider to source services
- No service level agreements, no performance targets
- Performance monitored against defined SLA's / MOU's and targets
- Service excellence focus, financial, social and political ROI
- Governance / Ownership

- Onsite, semi-autonomous provider to source services
- Accountable to customer
- Performance monitored against defined SLA's / MOU's and targets
- Service excellence focus, financial, social and political ROI
- Governance / Ownership



Outsourcing

- Offsite
- Access to commercial sector capabilities
- Cost reduction is primary motivator
- Profit center for provider
- Cost and effort to manage relationship with provider
- Potential political impact

Defining Shared Services



SYSTEMS AND PROCESSES



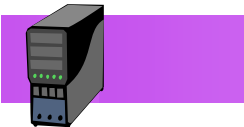
Financial Management



Human Resources



Procurement

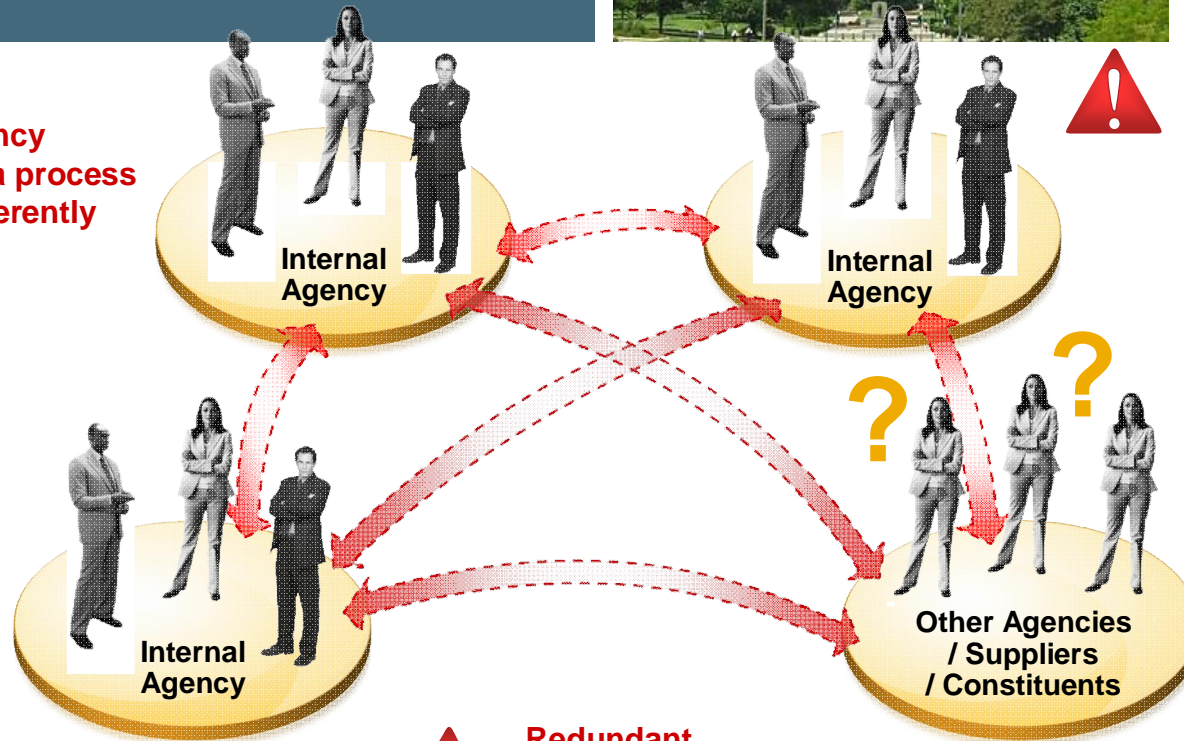


Systems and Technology

Defining Shared Services



Every agency performs a process a little differently



Trouble looming with skilled labor pool



Redundant, incompatible, expensive, inflexible technologies

Inconsistent processes and incompatible technologies divert resources away from agencies' key missions

Defining Shared Services



Solution: Best Practice Business Processes



Solution: One shared services center serves multiple agencies



Solution: Flexible, adaptive technology platform

Unified solutions, a flexible business process platform and shared business processes enable more resources to be directed to the services that matter to citizens

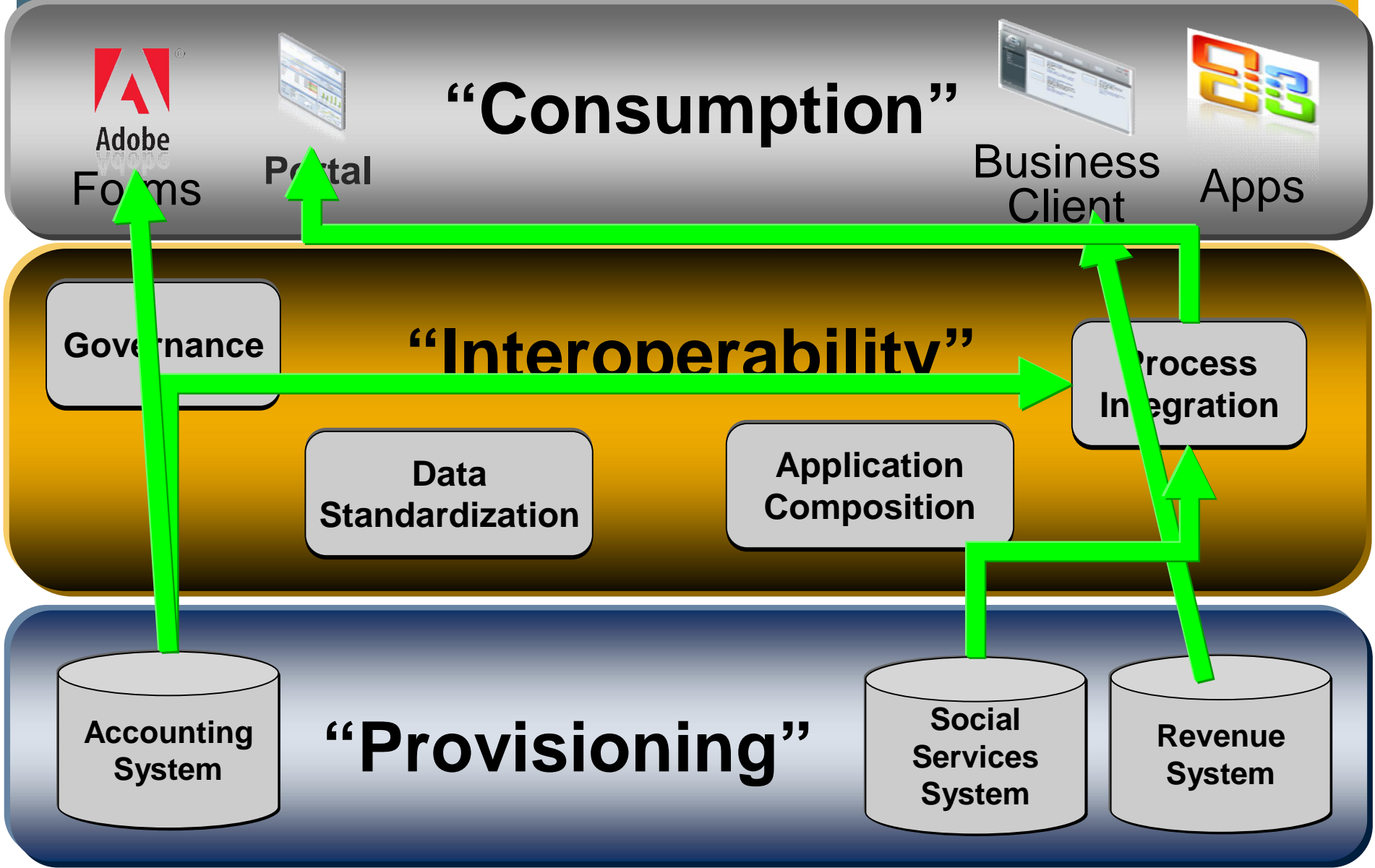
That Will Never Work...



“That will require all of our agencies to do things the same way, and they will never agree to it. I wouldn’t.
Now SCRAM!”



The One Thing You Need To Know



The One Thing You Need To Know



Technology Enables Shared Services:

- By allowing the same business function to be “consumed” in different ways.
- By enabling combinations of business functions appropriate to the customer’s processes.
- By wrapping security around the entire process, not only around its pieces.

The One Thing You Need
To Know



...eureka!



Technology allows a single provider of technology services to tailor the service to multiple customers' needs without maintaining a separate application set for each customer.

Statewide Shared Services

Leveraging Technology and Best Practices
To Deliver Quality Government Services



Will Greer

Vice President, State and Local Government

SAP Public Services

720.266.7933

will.greer@sap.com