

NASCIO Discovery Workshop

Shared Services – How to Work with Your Neighbor

Presenters:

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General Notes/ Brainstorming session:

Minnesconsin initiative driver – cost efficiency
Looking at e-mail archiving and DR with localities
Co-location or managed services with localities

Montana – lack of funds to support infrastructure (Private/Public Partnership)
Montana partnership with Washington State – Budgetary issues halted project
Managed services [In place of the term “shared services”]

Michigan looks at localities for sharing opportunities

BPM – Business Process Management

WI – Have you cracked the internal consolidation and shared services issue? – 3 current opportunities

MT – Overhead issues pushes sharing discussions (fee-for-services)

Privacy and security concerns:

- WI – Can't find alignment in schedule and budgetary process. Where does the data reside?
- MT – AG's office, “Multi-state contracts are difficult.” There are also data quality issues.

Available funds drive the sharing luxury

Turf issues:

- WI – Had governor talk to business managers (Executive sponsorship)
- MT – How to handle overhead?

Vendor community interaction:

- MT – Private sector has competencies that can be utilized (budget is the driving factor)
- WI – Looking at opportunities for the private sector based on pricing

MT – All services are scalable – keep agencies in the loop

Is there a role for CJIS?

ASHTO can be a model – licensing utilization approximately \$35 million

Keep an eye on the press!!! (Perceived risk can cause concerns with stakeholders)

- WI – Business projects somehow perceptually morph into IT services 😊

MT – Lessons learned – Work with the AG's office – Consider the true cost of transport

WI – Lessons learned – Terms and conditions between contracts (hold-ups; legal issues)

MT – Records management and archives low hanging fruit

WI – ERP implementation postponed – opportunities present

WI – Mostly business process functions were the main point of discussion; then IT becomes the problem

MT – Need to look at new business processes going forward

Counties and Cities have been doing this type of sharing (models for consideration)

MI – Focus on sharing state and local services – networks, PC's, e-mail

Top items that provide greatest opportunities:

- E-mail and records archiving
- Security
- DR/COOP
- IT procurements
- Data center sharing
- Locating technical skills – staff augmentation – legacy systems
- Data sharing (GIS; Public Safety)
- Public safety communications systems
- Technical methodologies

What can other agencies do?

- Call centers
- Children and family services
- Business functions

Applications – lines-of-business

- Child support

What's possible?

- Mileage out of stimulus dollars for building IT systems
- Base MMIS system (technically possible; politically problematic)

Stimulus reporting – “What are the rules?”

- Huge from a data perspective

THANK YOU!!!