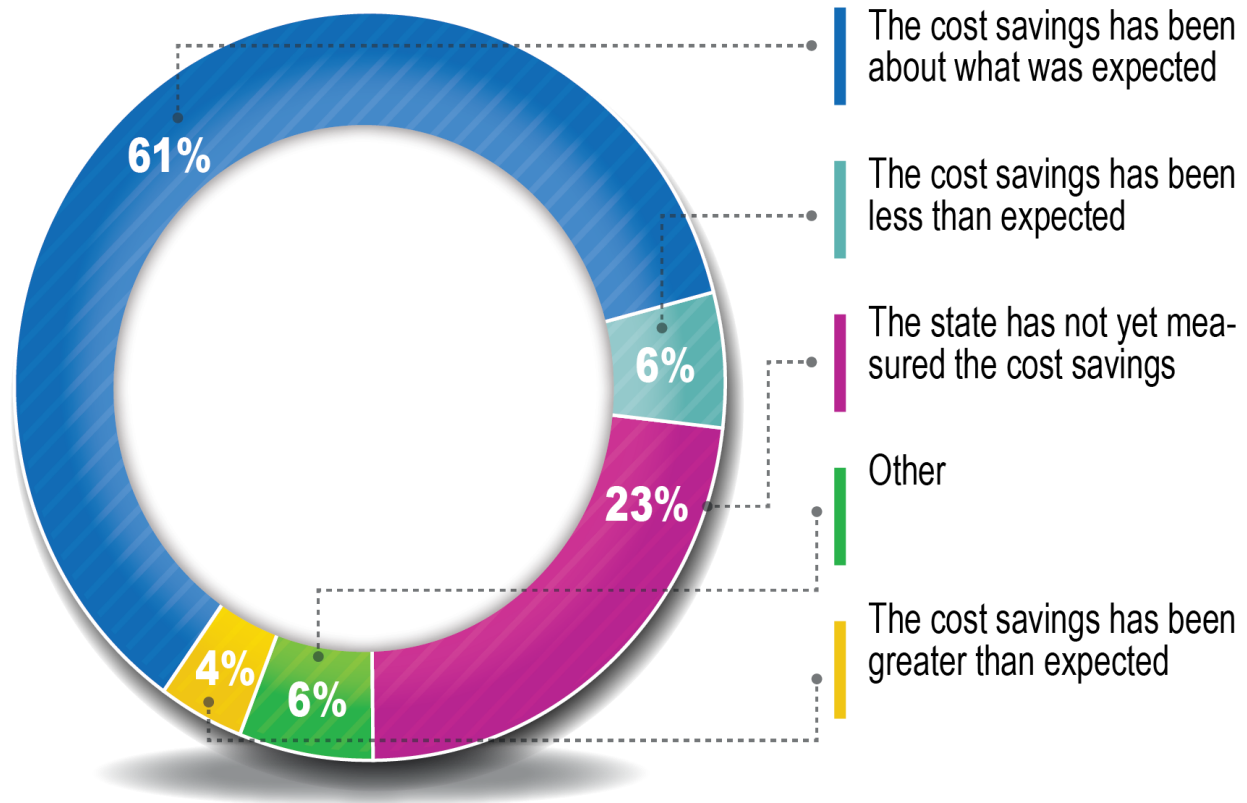


Are IT shared services delivering the expected cost savings?



Source: The Value Equation, 2015 State CIO Survey