



International Colloquium on Financial Management for National Governments

Measuring Performance through Benchmarking and Shared Services

September 16, 2015



The President's Management Agenda

Four Key Pillars

Effectiveness

Deliver world-class services to citizens and businesses

- Improve Key Citizen and Business Facing Transactions
- Smarter IT Delivery

Economic Growth

Open government assets as a platform for innovation, job creation, and economic growth

- Turbocharge Open Data
- Accelerate Lab-to-Market

Efficiency

Increase the value and quality of core operations and enhance productivity to achieve cost savings

- Expand Strategic Sourcing
- Establish Benchmarks
- Enhance Shared Services
- Drive Productivity & Cost Savings

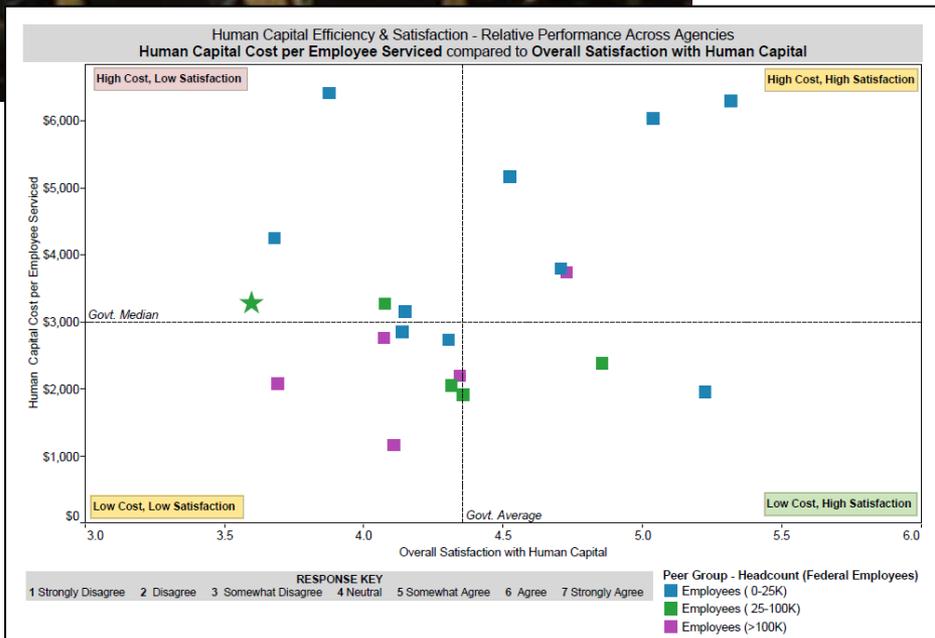
People & Culture

Unlock the talent of the workforce we have and build the one we need for tomorrow

- Create a culture of excellence and engagement to enable higher performance
- Build a world-class Federal management team, starting with the SES
- Enable agencies to hire the best talent from all segments of society



Benchmarking

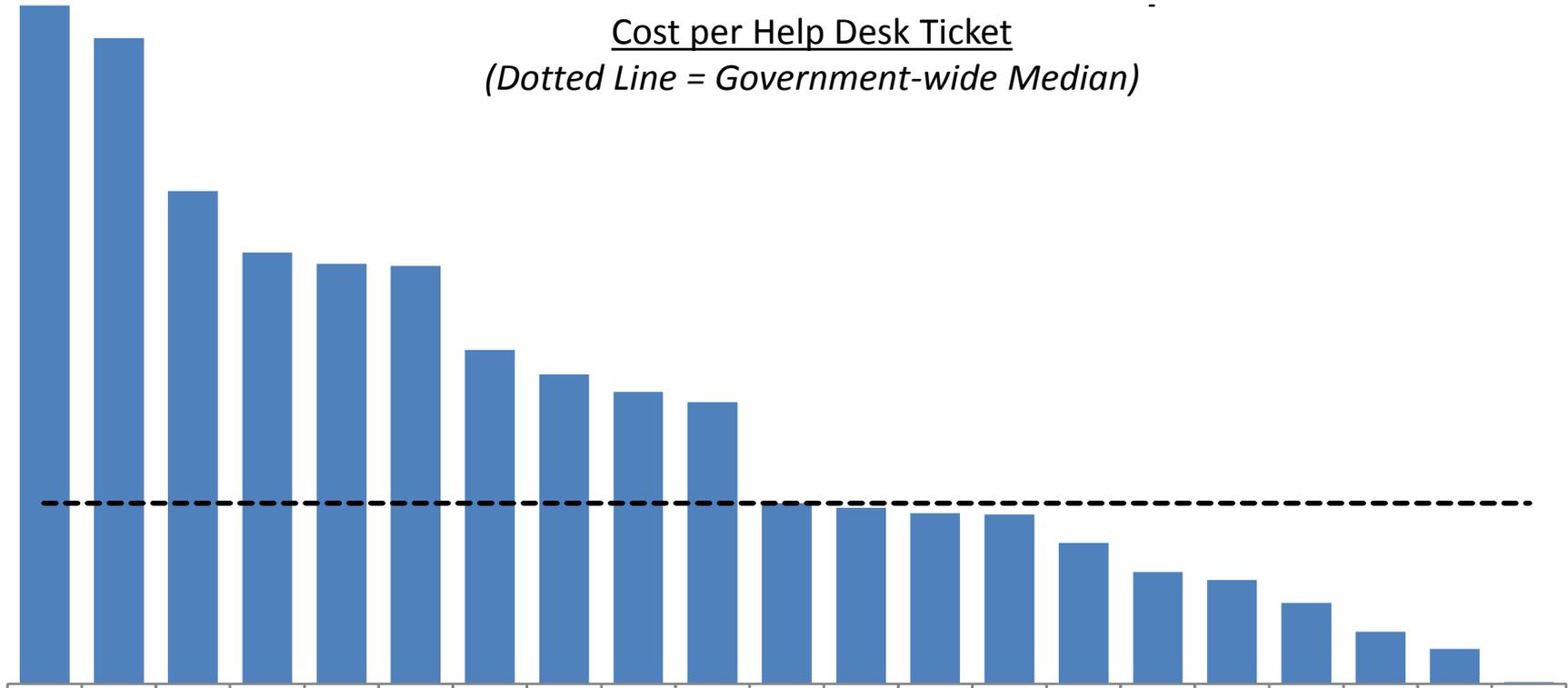


- Collect administrative Data
- Analyze across agencies
- Review with each agency
DepSec & CXOs
- Review across agencies and leverage the interagency councils
- Improve and monitor progress
- This year: Added quality metrics to cost metrics



Benchmarking

Purpose: Helps CIOs to identify the relative efficiency of help desk support and evaluate decision on alternative service providers, in support of cost savings and efficiency.

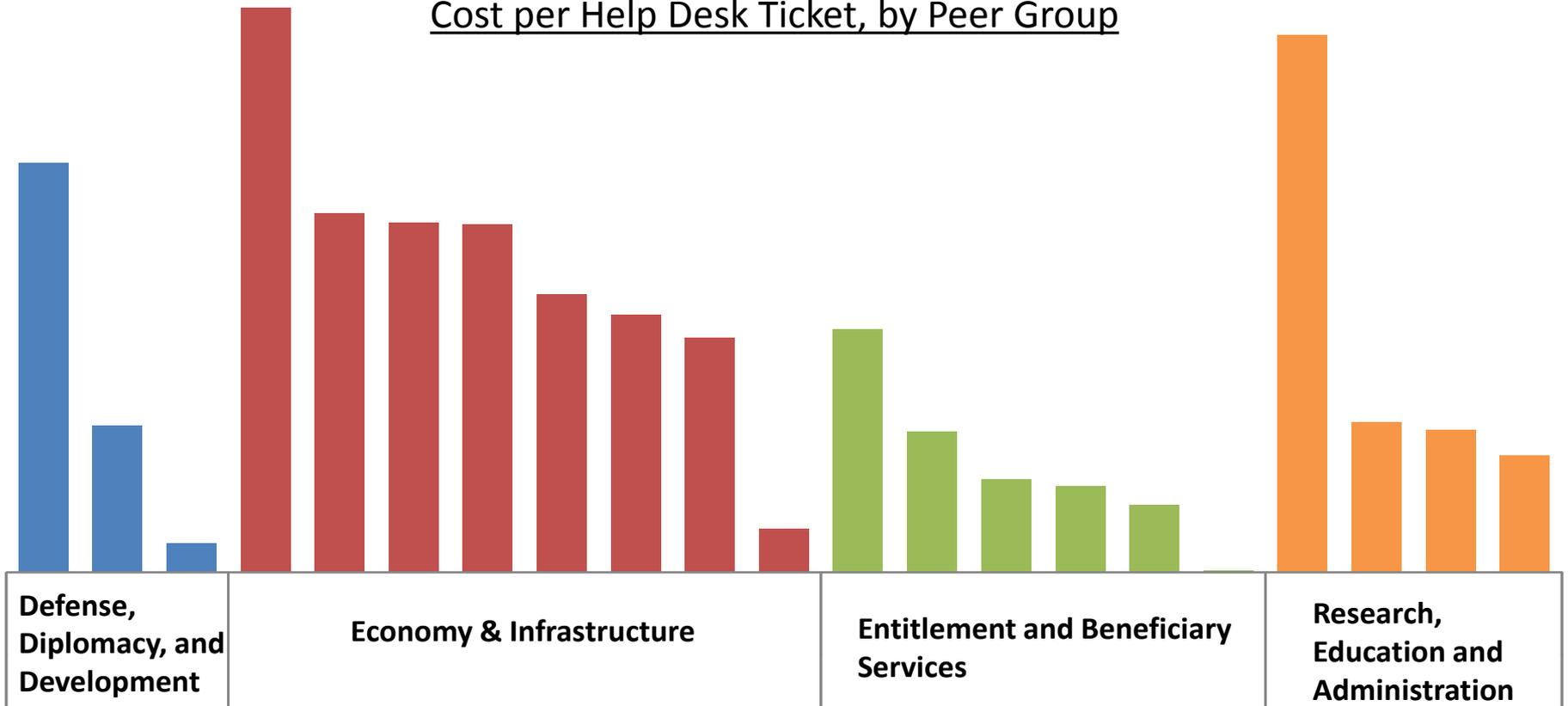


Definitions and Sources: *Total Help Desk Cost* includes end-user information and support within the agency. Does not include costs related to answering external customer inquiries, such as call centers for citizen information. *Total Help Desk Tickets* includes number of tickets opened.



Benchmarking

Cost per Help Desk Ticket, by Peer Group





Benchmarking-Progress update

- Completed collection of the second round of Efficiency benchmarks and the first round of Effectiveness benchmarks during Q2 2015.
- To bolster measures of service quality, GSA conducted an extensive survey across 23 of the 24 CFO Act agencies to better understand customer satisfaction with agency mission-support services.
- The availability of cost, quality and customer satisfaction benchmarks provides CxOs and agency leadership with a comprehensive view of mission-support performance, including the relationship between expenditures and service quality.
- Agencies are able to compare their mission-support performance to peers, compare their own components against one another, and to components across government.
- The information also has the potential to inform budget discussions so that mission-support resources are allocated as productively as possible.



Future of Benchmarking

- Improve the quality, consistency, and relevance of efficiency and effectiveness metrics.
- Identify best practices.
- Allow for informed decision making and highlight opportunities to save or innovate.





FedStat

The Administration has introduced multiple reviews - PortfolioStat, Benchmarking, and Strategic Reviews - to improve agency management of mission-support functions and mission delivery. This year, we established “FedStat Review” sessions for OMB and CFO Act agencies to have integrated and data informed discussions.

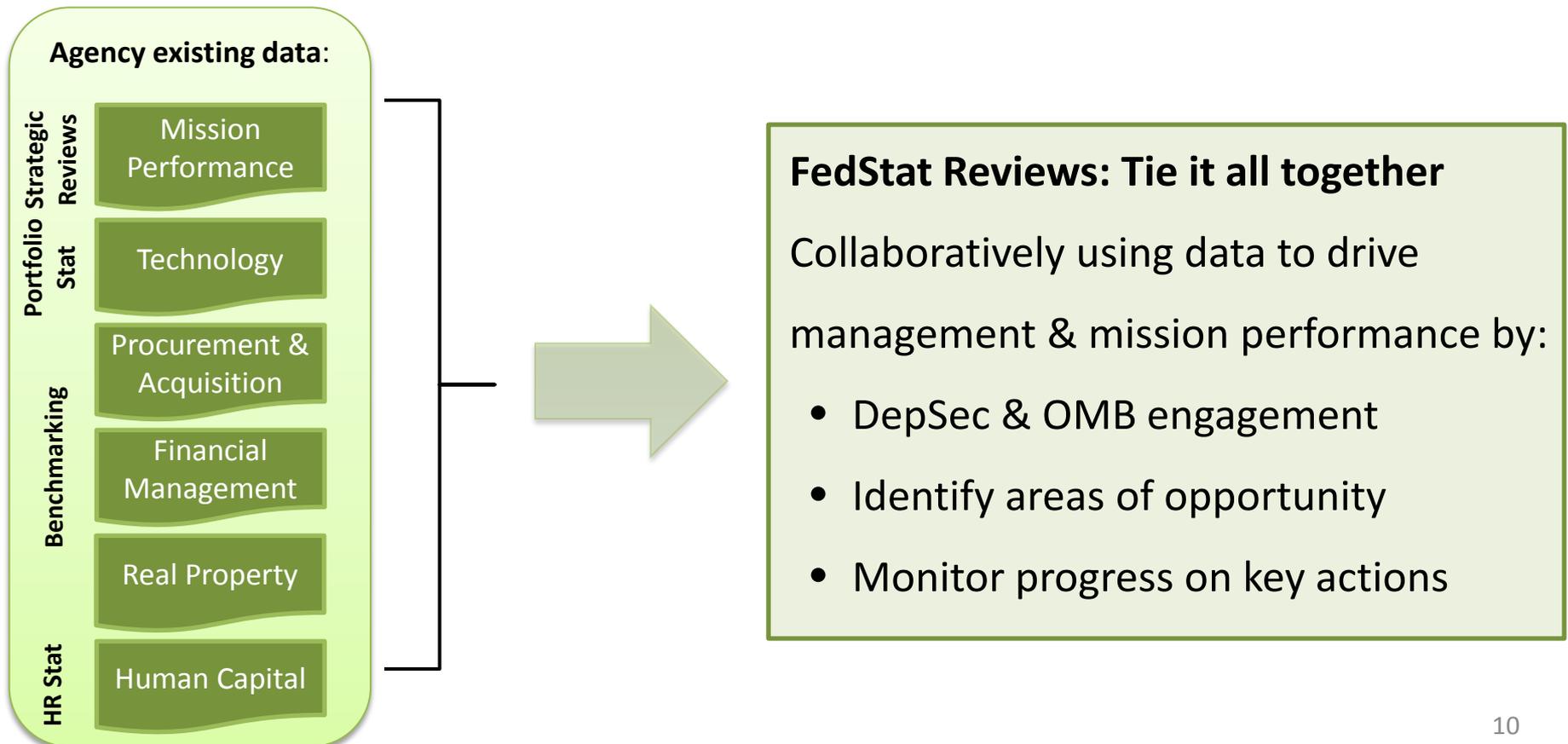
The objectives of FedStat are:

- To increase efficiency through a single review session with senior agency leadership that achieves the complementary goals of three separate processes**
- To increase the effectiveness of coordination and communication at OMB and with agencies; across management teams and among management and budget teams**
- To identify potential budget proposals, investments, or challenges early, and to inform the development of the FY17 budget (as appropriate)**



FedStat

How can we leverage all the data and multiple processes we have to improve better manage?





Treasury's Support of the Shared Services Initiative

Shared Services

- Creating an efficient and mission-focused Government by leveraging administrative expertise and reducing the footprint of administrative systems

Treasury FIT

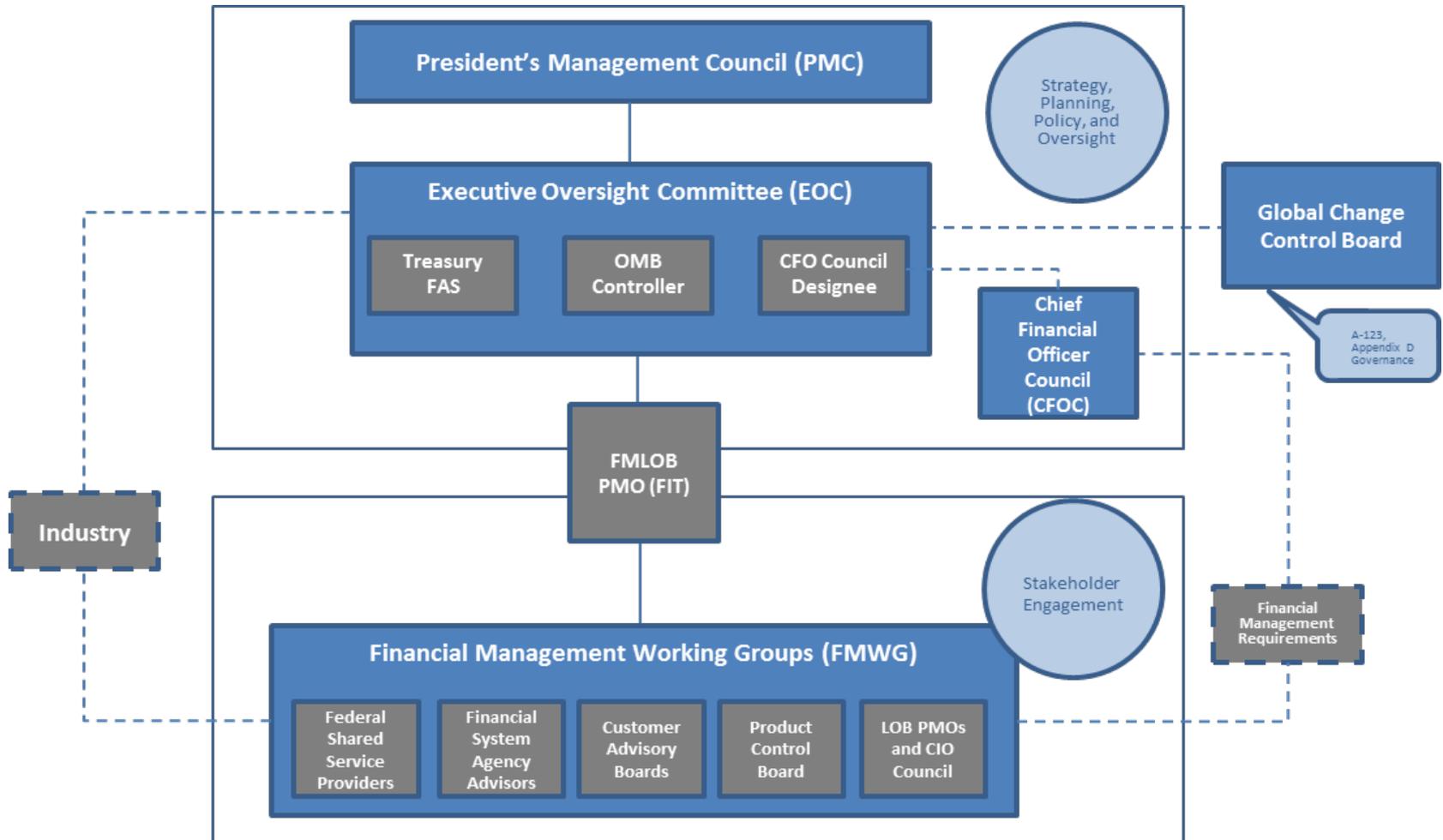
- Coordinating and stabilizing the Government-wide financial management marketplace
- Working with CFO agencies and industry to advance the shared service vision
- Supporting the benchmarking effort by collaborating with CFOs to define value-added financial mgmt metrics

Treasury
Administrative
Resource Center

- One of four designated financial management shared service providers
- Over 15 years of experience offering administrative shared services to other Federal agencies



Financial Management Marketplace Governance





Future of Shared Services

- Expansion into other administrative functions
- Common governance model
- Strategic Sourcing
- Electronic Commercial Invoicing
- Pricing Transparency
- FSSP Performance Metrics

