



# 2024 ARC CUSTOMER DAY

THE POWER OF SHARED SERVICES



# Adam Charlton

Director, Transformation Management Office  
Moderator



*“ A satisfied customer is the  
best business strategy of all.”*

*-- Michael LeBoeuf ”*

# 2024 ARC Customer Day

## Three Ways to Engage

1

### Ask Questions

- Post in Teams chat
- Raise your hand

2

### Share your Perspective


- Answer Teams polls
- Raise your hand

3

### Engage with us in Person

- Networking lunch
- Post-event networking





# Notable Reminders

- Guest wifi information can be found in your folder
- Escorts are required throughout the building
- Refreshments and vending are in the Solutions Hall
- Closed captioning is available to you in Teams
- Your feedback is important to us. Please complete our post-event evaluation at the end of the day.

# Agenda

1

**ARC's Strategic Vision:** An Overview of Key Objectives and Initiatives  
9:00a – 10:00a

2

**Enhancing User Experience:** The Importance of Modernization  
10:10a – 11:10a

3

**Maintaining a Solid Foundation:** The Value Add of Core Systems  
12:40p – 1:40p

4

**Beyond the Surface:** The Profound Value of Shared Services  
1:50p – 2:50p



# Session 1:

## ARC's Strategic Vision

*An Overview of Key Objectives and Initiatives*

# Renata Miskell



**Deputy Assistant Secretary for  
Accounting Policy and Financial  
Transparency**

Office of the Fiscal Assistant Secretary  
*U.S. Department of the Treasury*

# David Burgess



# Holly Douglas



## Program Advisors

Office of Shared Solutions and  
Performance Improvement (OSSPI)  
*General Services Administration (GSA)*

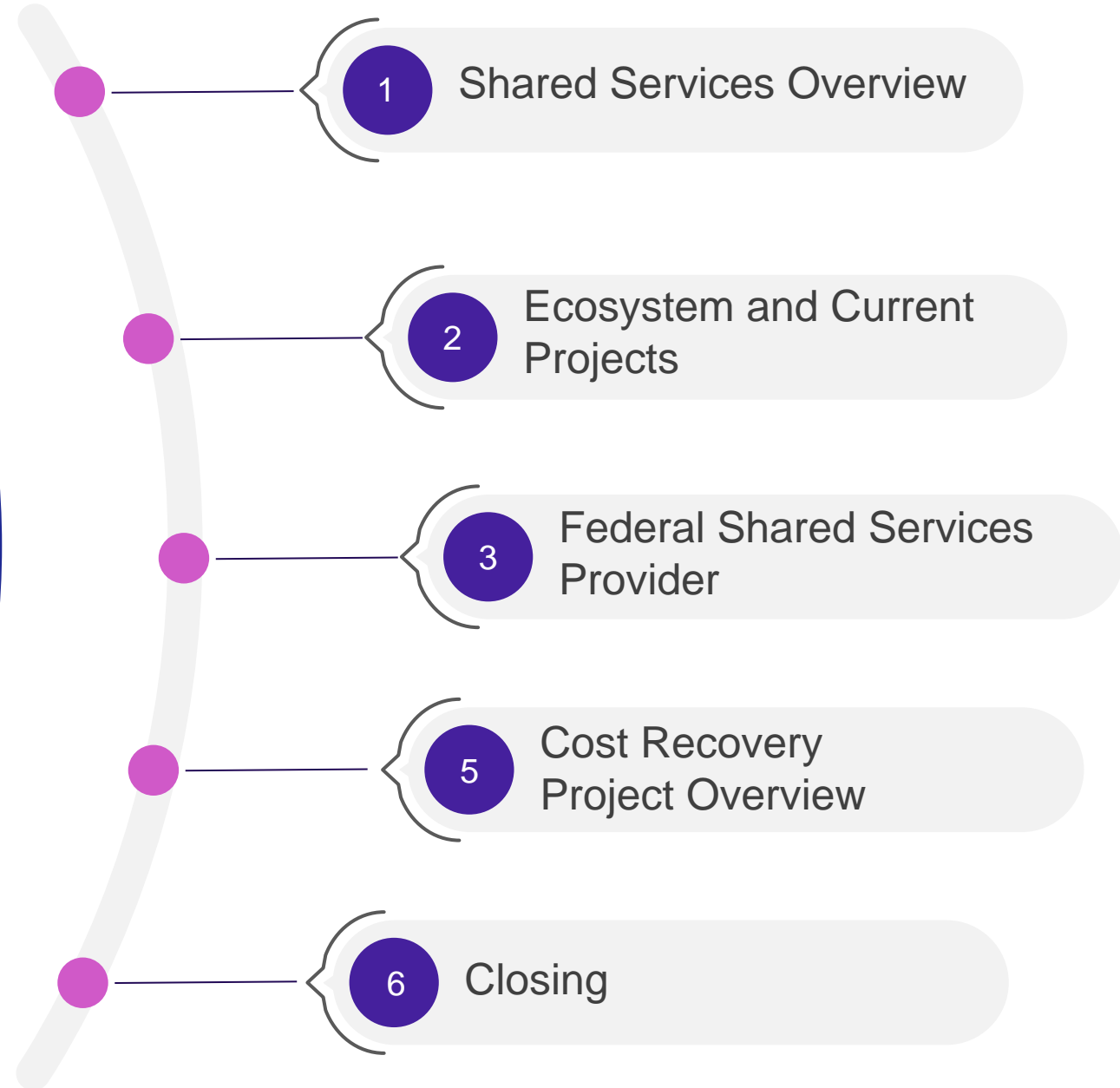


# Shared Services Overview

April 2024



# AGENDA



## Strategic Objectives

Govern the Shared Services Ecosystem

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Advocate for the Adoption of Shared Services Across the Federal Government

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Coordinate Shared Services Messaging across the Federal Government

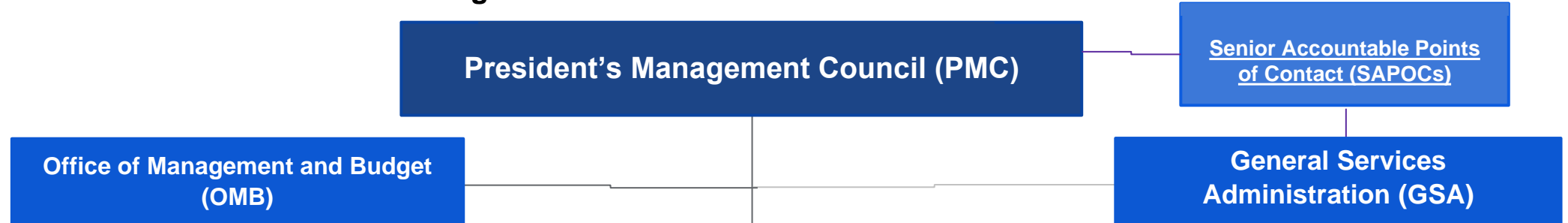
## Leadership Ecosystem

The Shared Services Team is committed to **advising, monitoring, and coordinating key stakeholders** within the ecosystem in order to ensure effective shared administrative services within the federal government. This begins with providing a holistic view of the shared services ecosystem, **providing tools and services to support the adoption of shared services**. It continues through the advocacy of shared services and their adoption across the federal government. Finally, the Shared Services Team seeks to improve communications throughout the ecosystem and coordinate clearly defined messaging around shared services and their adoption.

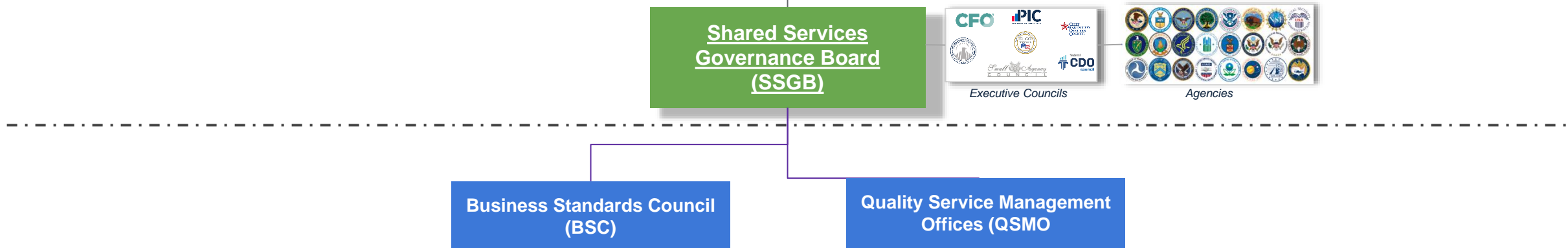


# Shared Services Ecosystem

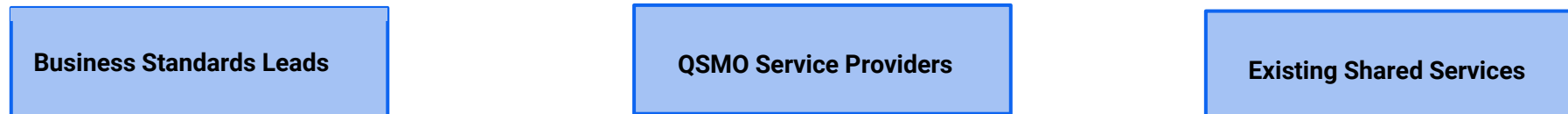
Strategic direction for federal wide shared services



SSGB define overall strategy and identify key priorities for advancing shared services



Oversight – Governance – Working Groups – Councils

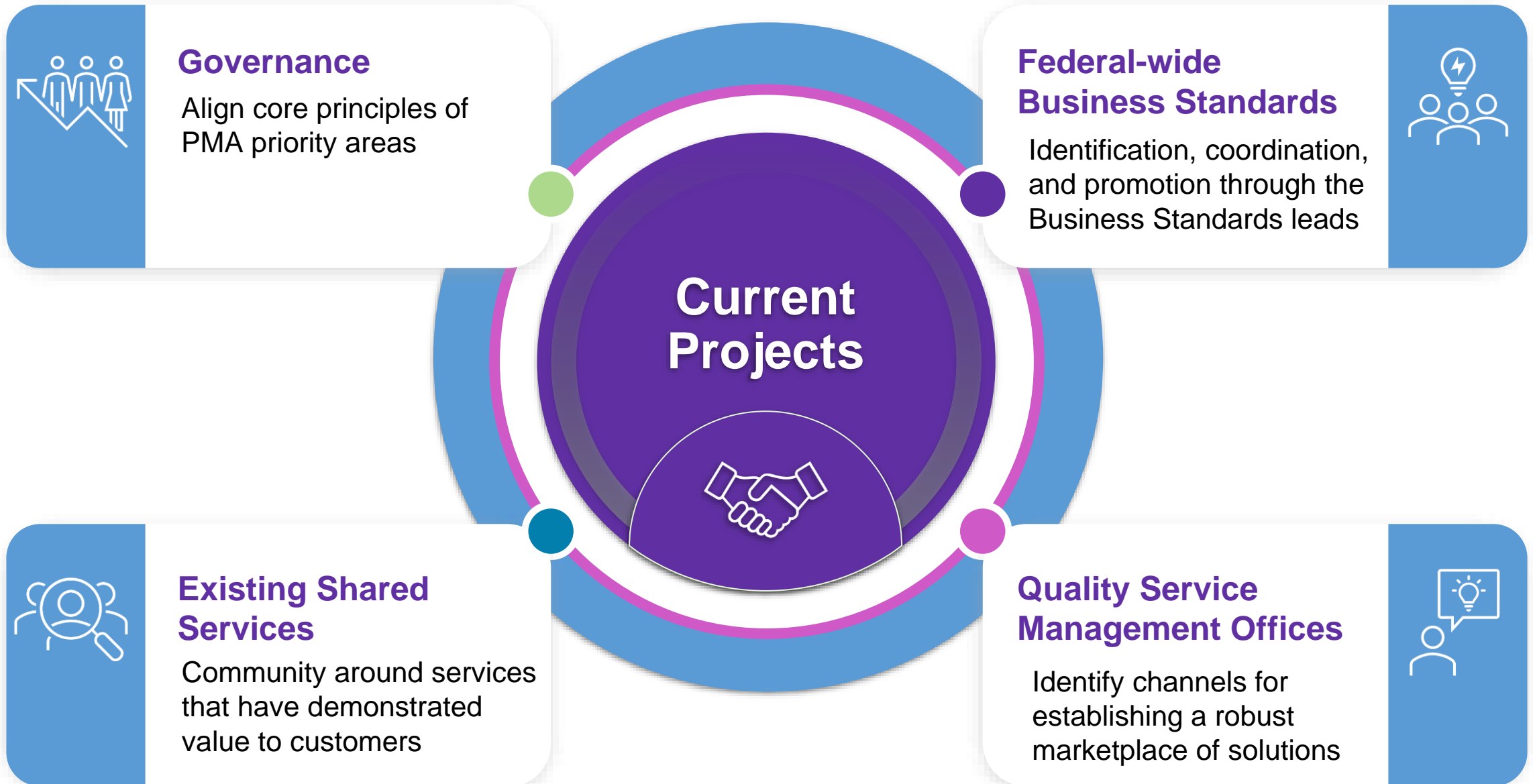


Strategy Areas and Agency Partnerships





# Current Projects



# Cost Recovery Project

## Problem:

Shared Service Providers (SSP) face **challenges in explaining pricing and periodic increases to customers.**

This limits their ability to **recover the appropriate amount of costs for their operational and modernization needs** and poses concerns about **accumulating technical debt.** Addressing these issues is necessary to **reliably fulfill customer obligations and strategically plan** for the future.

## Objective:

To analyze community pain points regarding cost recovery and determine the necessary resources and actions to address them effectively.

## Outcomes:



**Improved customer understanding:** Customers will gain clarity on SSP pricing, leading to better-informed decisions and increased trust in SSP services



**Enhanced ability for SSPs to fully recovery costs:** By obtaining customer realization and acceptance into cost inputs, SSPs will more effectively establish sustainable rates



**Enhanced budget planning:** SSPs and customers will have a structured approach to budget planning, facilitating smoother financial management



**Adaptability:** The solution will be flexible to accommodate changing usage needs, ensuring continued relevance and effectiveness over time



**Increased satisfaction:** Customers will perceive SSPs as more transparent and responsive to their needs, leading to higher satisfaction and potential growth in customer base



## *Operational Recommendations:*

1. **Develop standards for cost model/price setting:**
  - Incorporate anticipated modernization efforts and cost of living adjustments into existing rates whenever feasible
  - Educate SSPs; customer rates can and should include funding for technology refreshes, per OMB guidance
2. **SSPs should collaborate with IT experts (inside or outside of their agency):**
  - Develop roadmap for technology needs
  - Follow the 80/20 rule; Customers can expect SSPs to provide 80% solution with technology and 20% needs to come from customers updating business processes.



## *Policy Related Recommendations:*

1. **Collaborate with other SSPs:**
  - Develop a unified business case for the TMF or special modernization appropriations from Congress
2. **Engage with agency SSPs, legal counsel and OMB:**
  - Gain insights into the true intent and flexibility of agency funding mechanisms
3. **Explore options with Revolving and Franchise funds**



# Thank You!

Rob Wuhrman, Director - Shared Services Policy Implementation Team

David Burgess, Program Advisor

**Office of Shared Solutions and Performance Improvement (OSSPI) , General Services Administration**



April 2024

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# Administrative Resource Center Executive Team



**Jason Hill**

Asst Managing Director



**Daniel Vavasour**

Managing Director



**Jeff Schramek**

ARC Executive Director



**Paul Deuley**

Managing Director



**Paula Corbin**

Asst Managing Director

**Management, Modernization, and  
Customer Care**

**Service Delivery**



THANK YOU!

# Session 1:

## ARC's Strategic Vision

*An Overview of Key Objectives  
and Initiatives*

Adam Charlton  
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