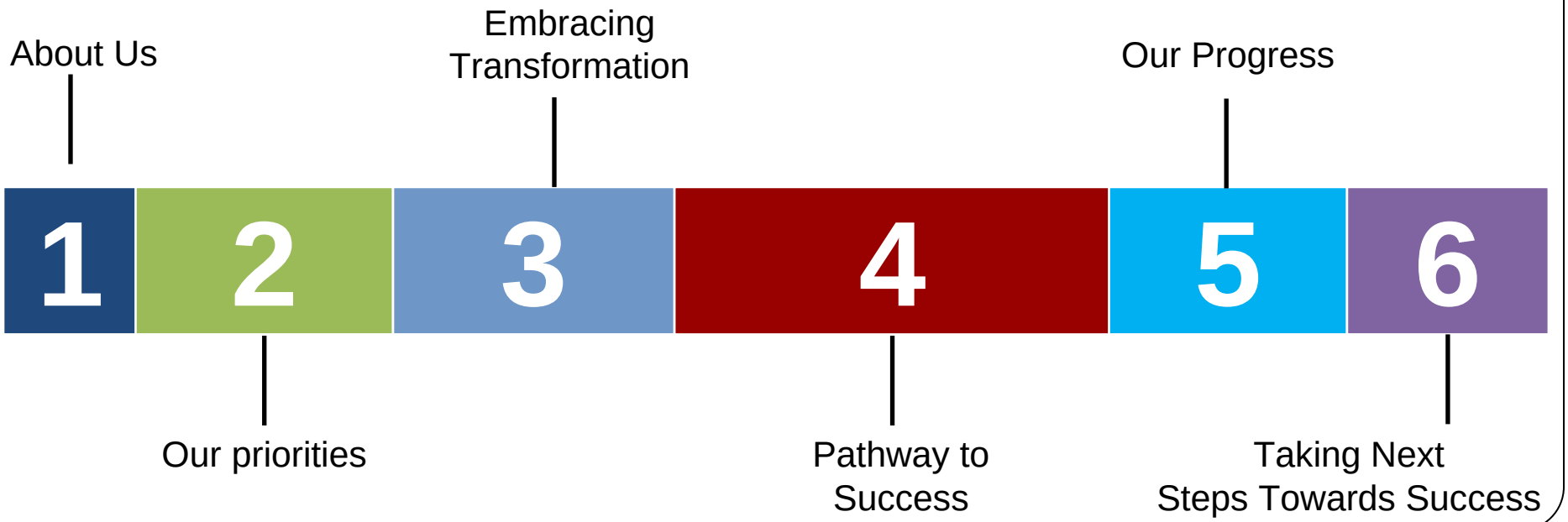
Introduction To Solution Strategy

Office of the Chief Technology Officer, Solution Strategy
April 11, 2017

Our Time Together Today:



A Proactive Partner to Our IT Organizations

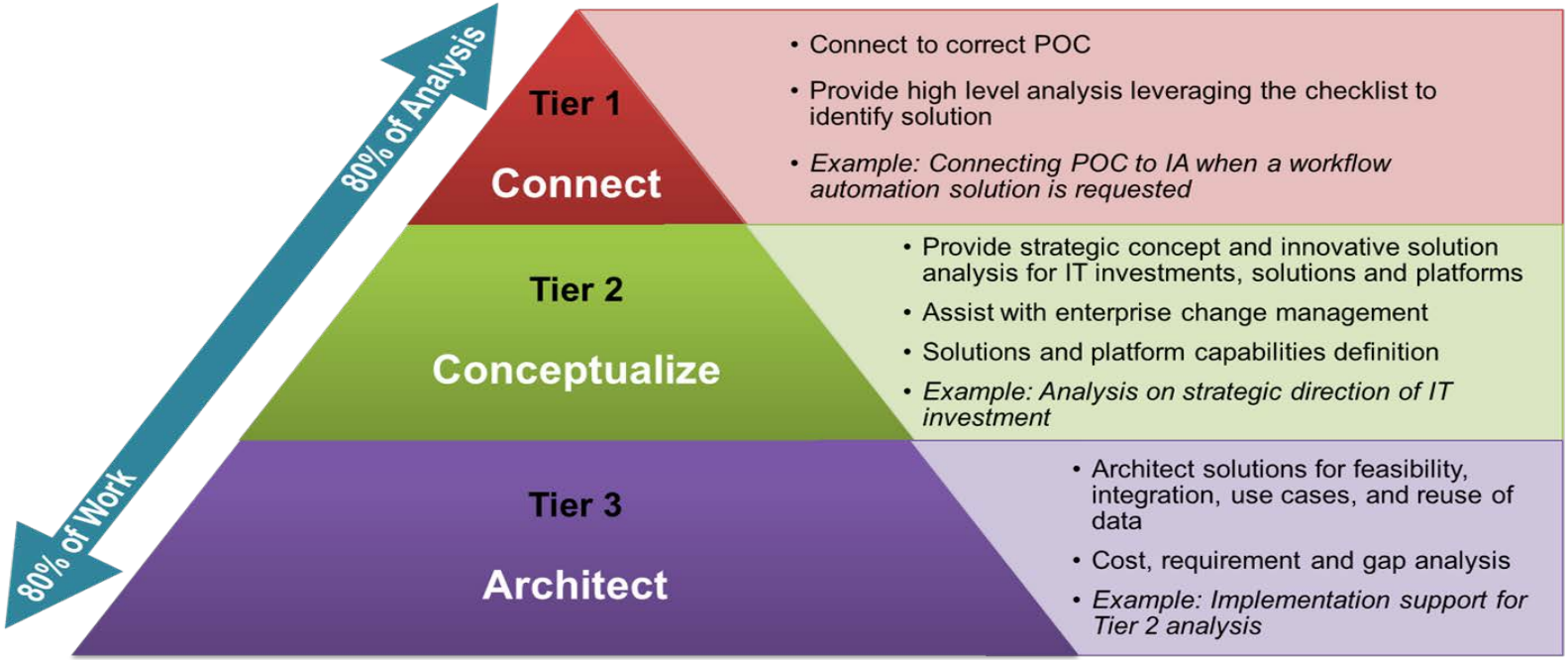
Managed by the CTO, the Solutions Strategy Team provides technology and solution strategy to lead innovation.

We partner with you to innovate, guide, and architect IT solutions that fit your needs and provide recommendations on technical approach during the investment process.

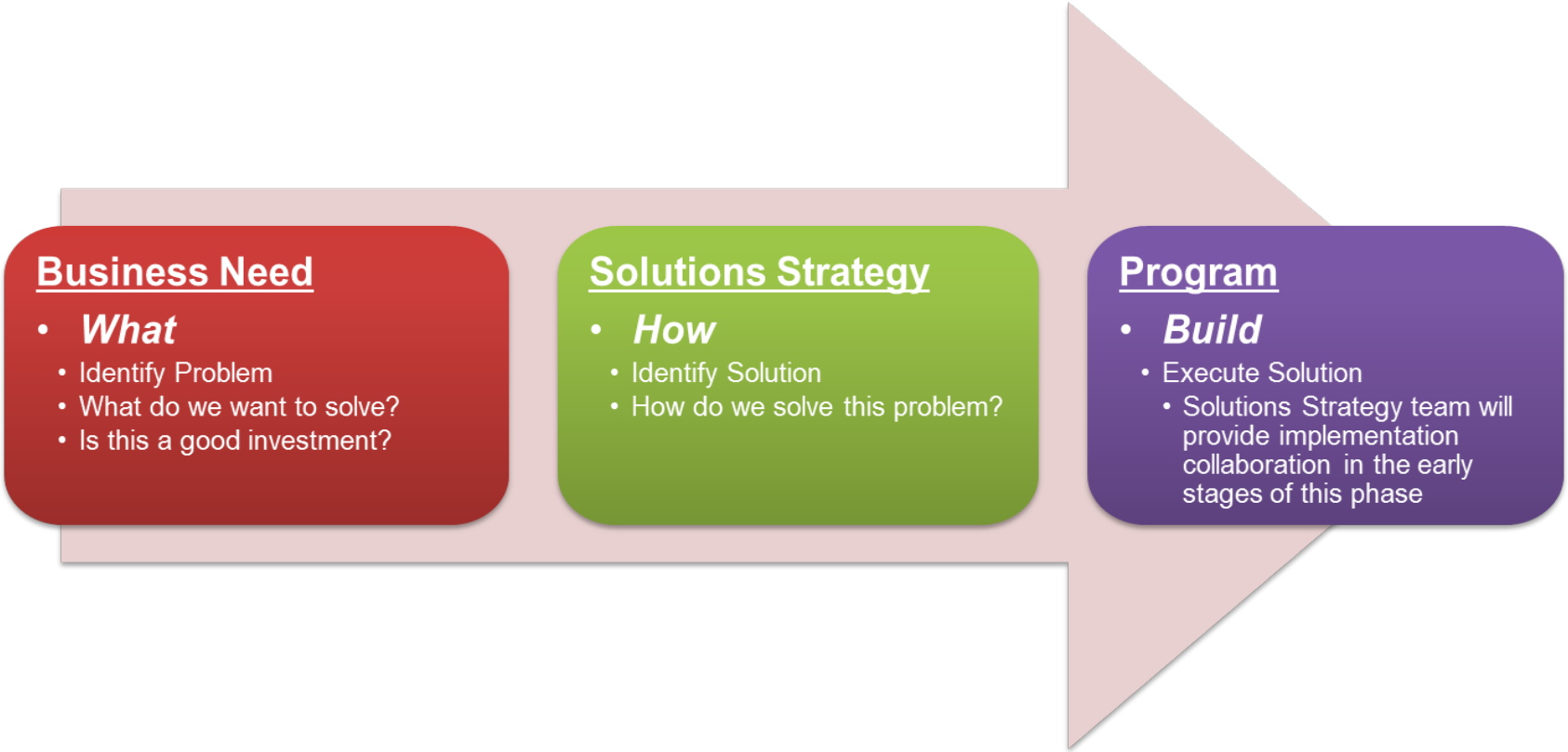
Define Shared IT Solutions and Strategies

Key Objectives	Benefits
• Leverage innovative technology to reduce duplication in capabilities and solutions • Reduce costs for GSA IT through consolidation and innovation • Identify gaps and requirements to improve services and/or productivity • Conduct market research to solve GSA's needs • Support solution architecture and design • Improve collaboration across platforms and programs • Build securely from the start	• Identify reuse of technology • Create opportunities for cost savings • Increase standardization • Drive more consistent results • Promote innovation • Eliminate duplication of effort • Promote transparency • Streamline and improve IT solutions delivery • Consistent messaging between IT and program office

Three Levels of Engagement



Guiding You to the Best Solution



Critical Success Factors for Sustainability

Government organizations face significant obstacles that make it difficult for leaders to keep the mission in focus.

Reduced funding, doing more with less, the duplication of IT operations within a myriad of component agencies, a lack of integration between key legacy applications and newer web-based systems all highlight the need for a comprehensive delivery model (such as shared services).

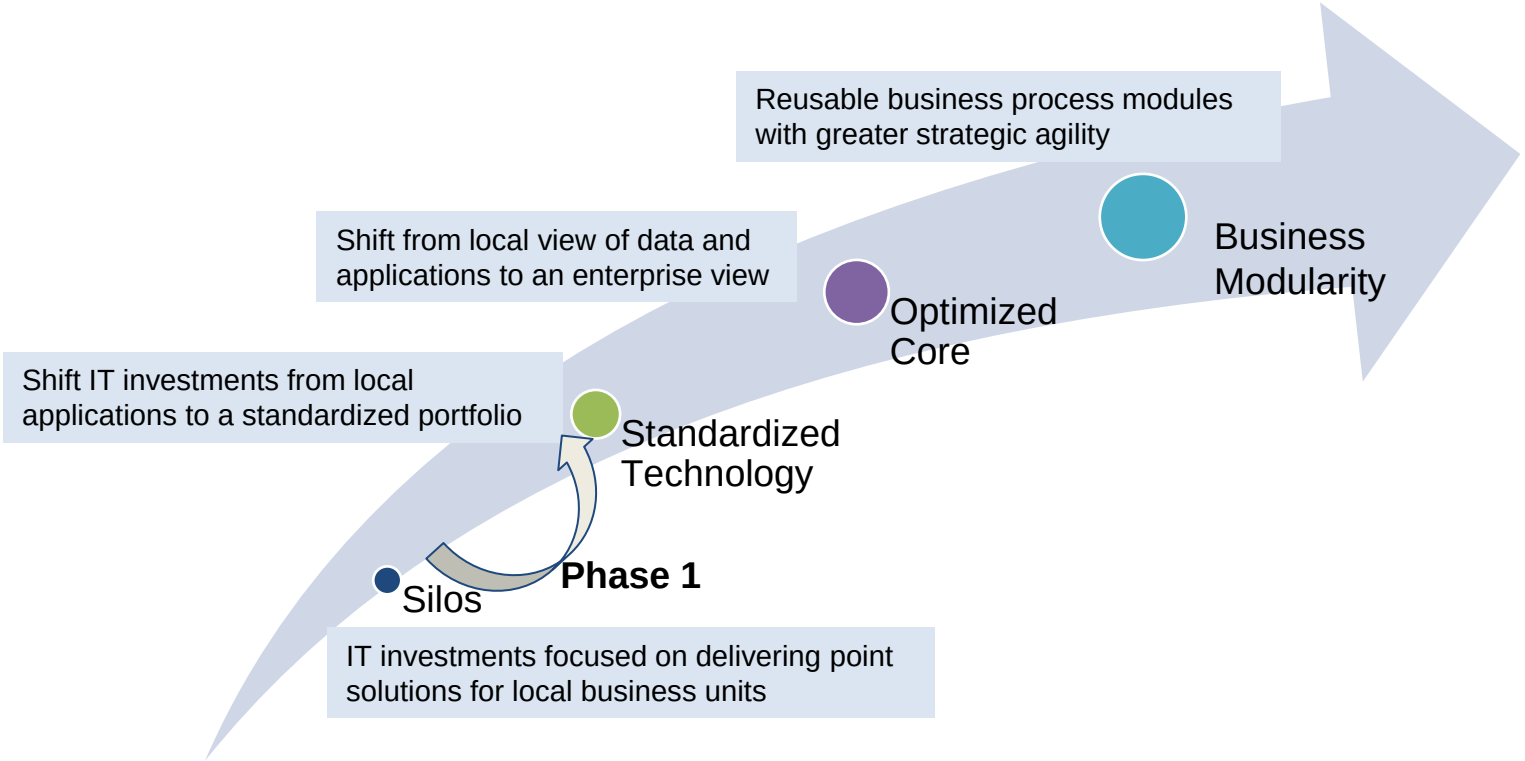
Technology Fragmentation, Inconsistent Solutions

The development of point solutions in place of enterprise solutions have made it difficult for GSA to modernize and adopt new technologies. The result is a siloed technology environment that is difficult for our customers to navigate, lacks optimal business agility, and is expensive to support.

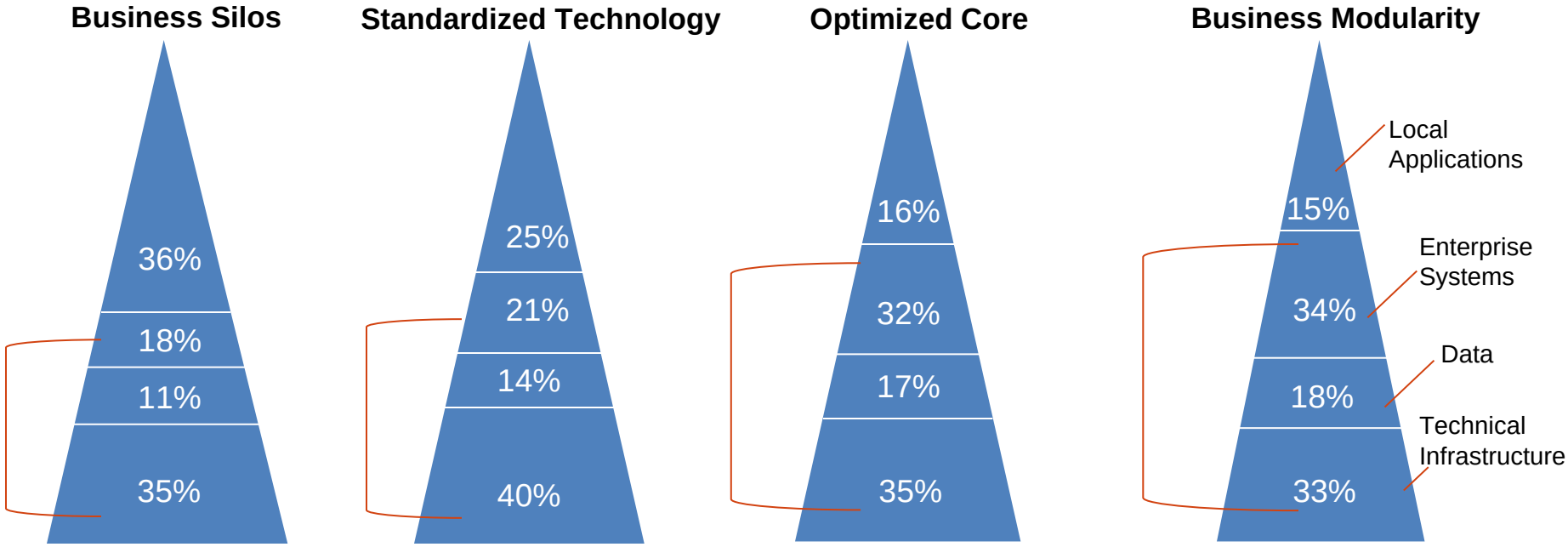
GSA IT Must Modernize and Optimize

Develop a technology services approach that prioritizes shared platforms and solutions over individual technologies in order to modernize and optimize IT to better support and accelerate business objectives and goals.

Transforming from Silos to IT-as-a-Service



Realizing Cost Savings Through Shared Capabilities



	Business Silos	Standardized Technology	Optimized Core	Business Modularity
Shared IT Capability	64%	75%	84%	85%
IT Budget	100%	85%	75%	70%

Note. Adapted from "The Federated Broker Model at The Dow Chemical Company: Blending World Class Internal and External Capabilities" by MIT Sloan Center or Information Systems Research, Cambridge, MA, July 2005.

Leading to Benefits for Both Business and IT

- Reduced IT Costs
- Increased IT Responsiveness
- Improved Risk Management
- Increased Management Satisfaction
- Enhanced Strategic Business Outcomes

Maturing To Standardized Technology

Identify Enterprise Solutions	• Validate business capabilities and performance of supporting technology • Identify any gaps or duplication in functionality and provide recommendations to achieve standardization
Establish a common language	• Standardize user-centric taxonomy to clearly distinguish between IT capabilities, existing GSA solutions and supporting technologies • Provide recommendations for improving communication about existing capabilities with IT customers
Streamline technology standards	• Delegate domain-specific IT Standards decision-making authority to IT Subject Matter Experts • Align standards with user-centric taxonomy and enterprise solutions
Align with Technology Business Management (TBM)	• Align with the Technology Business Management (TBM) framework in order to provide cost for services and technologies

Our Progress

The goal is not be exhaustive - iterative approach standardizing only the assets that support a horizontal or vertical ‘slice’ of business functionality and aligned with a business goal or objective

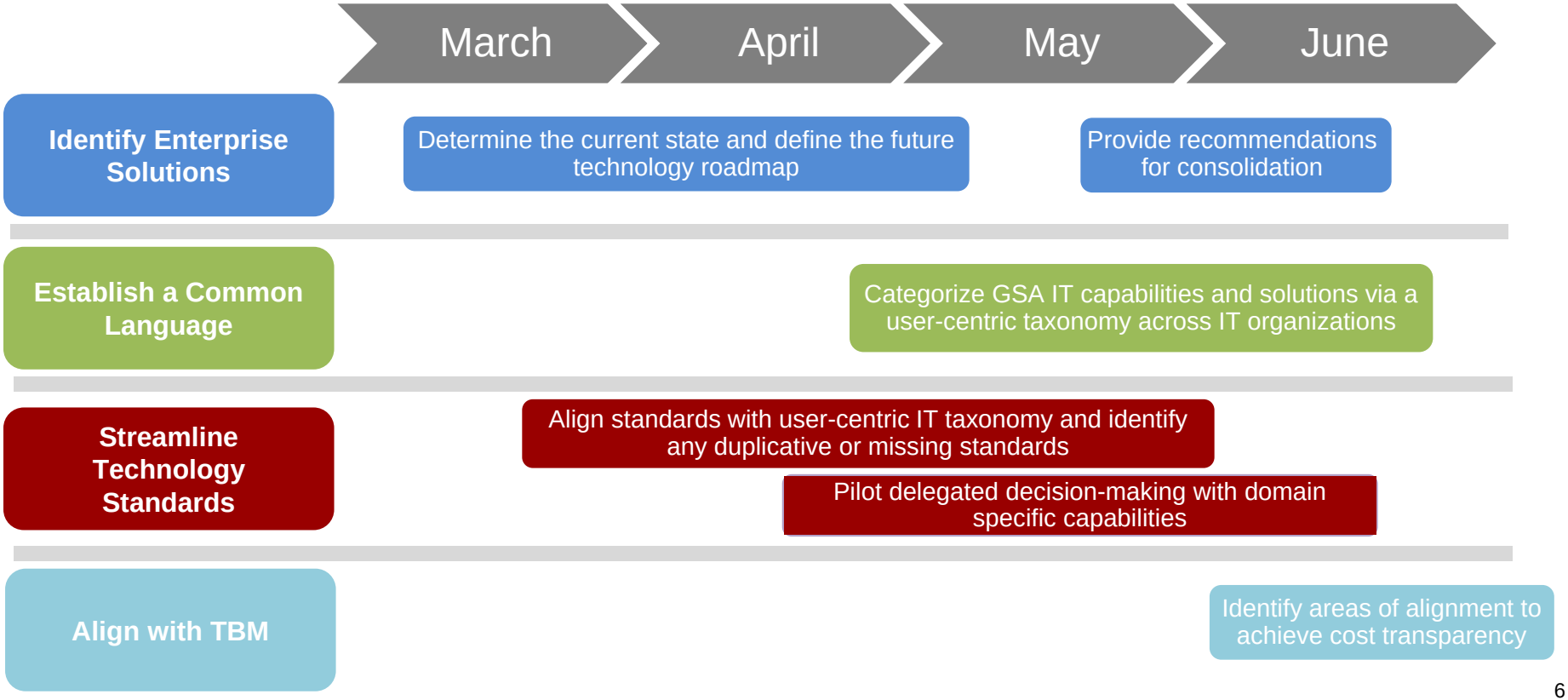
Identify Enterprise Solutions

- Collaboration with PBS IT and Office of Customer Experience to identify areas for standardization around *Customer and Employee experience*

Streamline Technology Standards

- Simplify technology intake and increase process transparency
- Pilots around de-centralized decision making. Examples: *Computer Aided Design and Building Monitoring and Controls software*

Roadmap for Execution



Questions?

GSA IT Transformation: Moving From Business Silos to Standardized Technology

	Silos	Standardized Technology	Optimized Core	Business Modularity
IT capability	Local IT applications	Shared technical platforms	Company-wide standardized processes or data	Plug-and-play business process modules
Business objectives	ROI of local business initiatives	Reduced IT costs	Cost and quality of business operations	Speed to market; strategic agility
Funding priorities	Individual applications	Shared infrastructure services	Enterprise applications	Reusable business process components
Key management capability	Technology-enabled change management	Design and update of standards; funding shared services	Core enterprise process definition and measurement	Management of reusable business processes
Who defines applications	Local business leaders	IT and business unit leaders	Senior management and process leaders	IT, business and industry leaders
Strategic implications	Local/functional optimization	IT efficiency	Business operational efficiency	Strategic agility