Our Time Together Today:

1. Our priorities
2. Embracing Transformation
3. Pathway to Success
4. Taking Next Steps Towards Success
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

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

- **Tier 1**: Connect
  - Connect to correct POC
  - Provide high level analysis leveraging the checklist to identify solution
  - *Example: Connecting POC to IA when a workflow automation solution is requested*

- **Tier 2**: Conceptualize
  - Provide strategic concept and innovative solution analysis for IT investments, solutions and platforms
  - Assist with enterprise change management
  - Solutions and platform capabilities definition
  - *Example: Analysis on strategic direction of IT investment*

- **Tier 3**: Architect
  - Architect solutions for feasibility, integration, use cases, and reuse of data
  - Cost, requirement and gap analysis
  - *Example: Implementation support for Tier 2 analysis*
Guiding You to the Best Solution

**Business Need**
- **What**
  - Identify Problem
  - What do we want to solve?
  - Is this a good investment?

**Solutions Strategy**
- **How**
  - Identify Solution
  - How do we solve this problem?

**Program**
- **Build**
  - Execute Solution
  - Solutions Strategy team will provide implementation collaboration in the early stages of this phase
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).
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

- **Core**
  - Optimized Business
  - Business Modularity

- **Technology**
  - Standardized

- **Silos**
  - IT investments focused on delivering point solutions for local business units

- **Phase 1**
  - Shift IT investments from local applications to a standardized portfolio
  - Shift from local view of data and applications to an enterprise view
  - Reusable business process modules with greater strategic agility
Realizing Cost Savings Through Shared Capabilities

Business Silos

- Shared IT Capability: 36%
- IT Budget: 100%
- Note: Adapted from "The Federated Broker Model at The Dow Chemical Company: Blending World Class Internal and External Capabilities" by MIT Sloan Center on Information Systems Research, Cambridge, MA, July 2005.

Standardized Technology

- Shared IT Capability: 25%
- IT Budget: 85%

Optimized Core

- Shared IT Capability: 16%
- IT Budget: 75%

Business Modularity

- Shared IT Capability: 15%
- IT Budget: 70%

Note. Adapted from "The Federated Broker Model at The Dow Chemical Company: Blending World Class Internal and External Capabilities" by MIT Sloan Center on 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

- **March**: Identify Enterprise Solutions
  - Determine the current state and define the future technology roadmap

- **April**: Establish a Common Language
  - Categorize GSA IT capabilities and solutions via a user-centric taxonomy across IT organizations

- **May**: Streamline Technology Standards
  - Align standards with user-centric IT taxonomy and identify any duplicative or missing standards
  - Pilot delegated decision-making with domain specific capabilities

- **June**: Align with TBM
  - Provide recommendations for consolidation
  - Identify areas of alignment to achieve cost transparency
Questions?
# GSA IT Transformation: Moving From Business Silos to Standardized Technology

<table>
<thead>
<tr>
<th>Silos</th>
<th>Standardized Technology</th>
<th>Optimized Core</th>
<th>Business Modularity</th>
</tr>
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<tbody>
<tr>
<td>IT capability</td>
<td>Local IT applications</td>
<td>Shared technical platforms</td>
<td>Company-wide standardized processes or data</td>
</tr>
<tr>
<td>Business objectives</td>
<td>ROI of local business initiatives</td>
<td>Reduced IT costs</td>
<td>Cost and quality of business operations</td>
</tr>
<tr>
<td>Funding priorities</td>
<td>Individual applications</td>
<td>Shared infrastructure services</td>
<td>Enterprise applications</td>
</tr>
<tr>
<td>Key management capability</td>
<td>Technology-enabled change management</td>
<td>Design and update of standards; funding shared services</td>
<td>Core enterprise process definition and measurement</td>
</tr>
<tr>
<td>Who defines applications</td>
<td>Local business leaders</td>
<td>IT and business unit leaders</td>
<td>Senior management and process leaders</td>
</tr>
<tr>
<td>Strategic implications</td>
<td>Local/functional optimization</td>
<td>IT efficiency</td>
<td>Business operational efficiency</td>
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*GSA*