



Washington State Department of  
**Information Services**

# IPMA

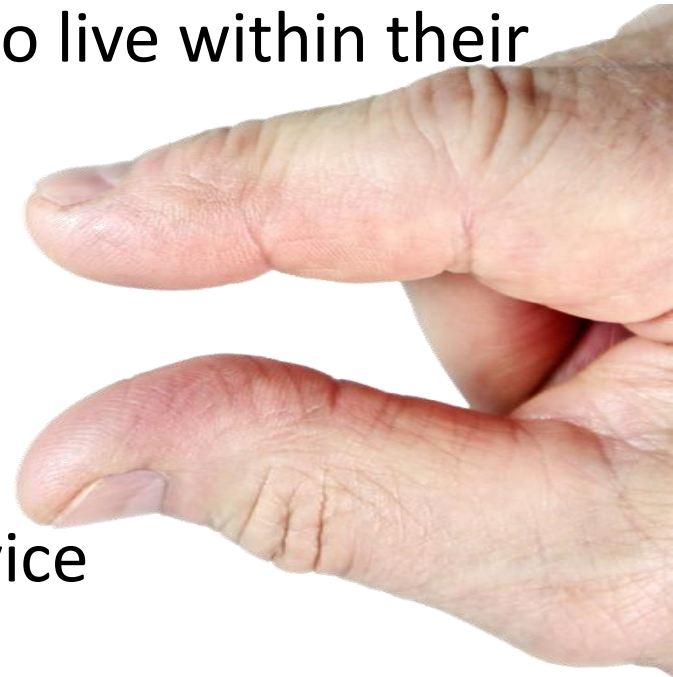
Tony Tortorice

Washington State Chief Information Officer  
Director, Department of Information Services

# Why Shared Services? Doing More With Less

---

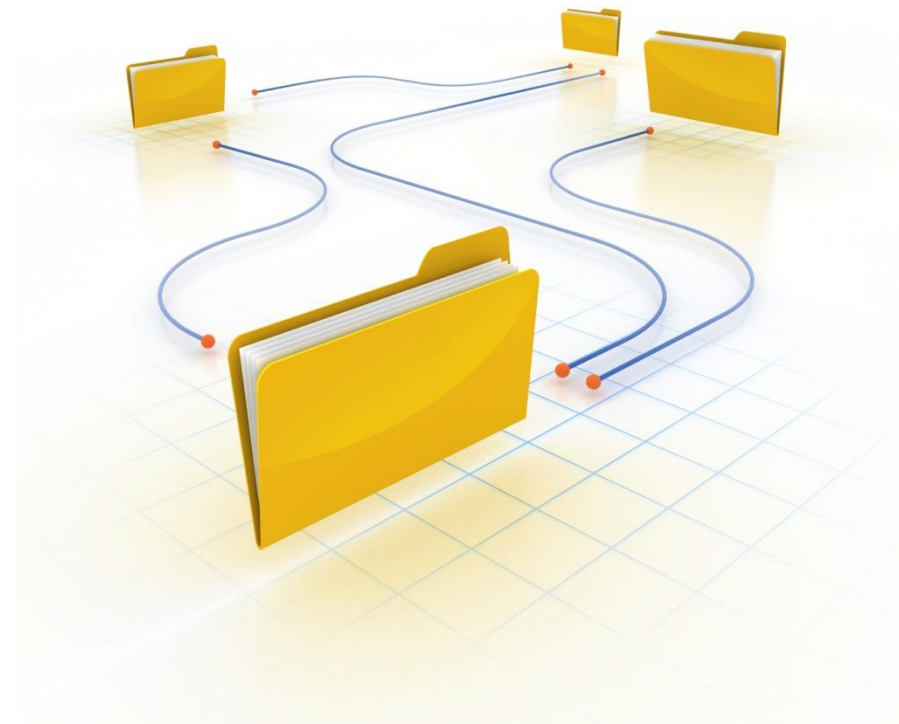
- State and local governments have to live within their means
- No growth in near future
- Work smarter while improving service delivery to constituents



# Characteristics of Shared Services

---

- Utilization of assets
- Standardization
- Economies of Scale



# Washington Shared Service Opportunities

---

- Statewide email consolidation
- Virtualization: expand the state cloud
- Inventory and recast legacy systems into modern technologies
- Unified Communications
- Virtual a la Carte
- Desktop Management
- Data Hubs/Jindex/Vital Statistics
- Enterprise Applications
  - ERP
  - Document Management
  - Asset Management



# Benefits

---

- Reduce costs
  - Cooling
  - Power
  - Services
  - Software
  - Hardware
  - Staffing
  - Facilities
- 24/7 operation
- State-of-the-art security
- Carbon footprint reduced
- Increase value to constituents
  - Reduce barriers between government entities



# Maximizing the Value of Shared Services

---

- Standardization
  - Reduce the variety of service or product offerings
- Highest common denominator
  - Reduce customization
  - Increased service levels
- Buy in bulk – keep the cost down



# IT Asset Management as a Shared Service

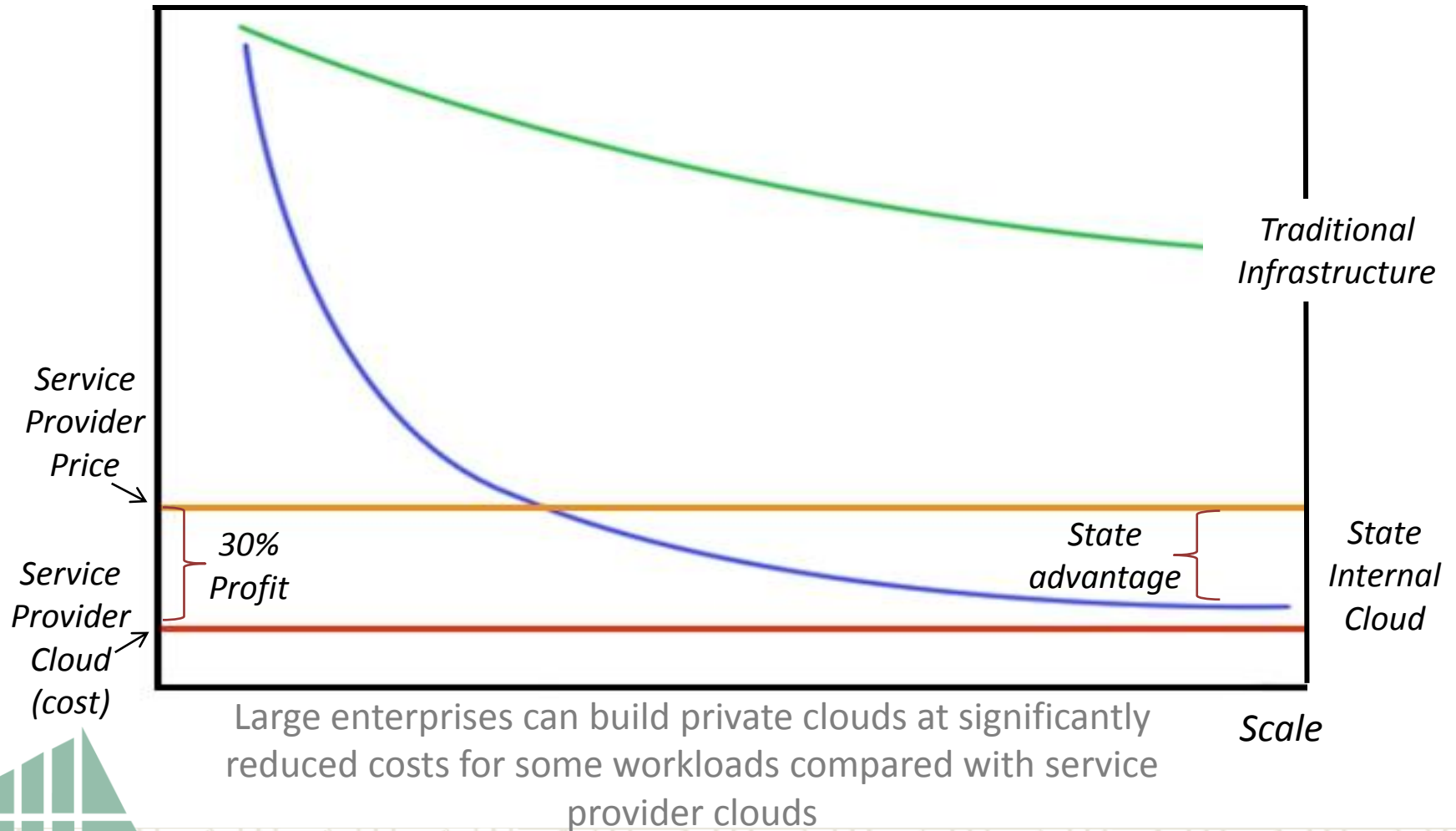
---

- What's Washington's total IT Asset Value?
  - Probably in excess of \$1 Billion
  - 15-20% turnover each year
  - Major opportunity for savings with strong IT asset management process
- What do we own?
- Hardware & software
  - ID What we can share
  - Extend software licenses to be an enterprise solution



# Standardization and optimization by workload enables economies of scale for Private Clouds

Unit Cost





# Lean Government

Maximize value, Minimize waste

*It's about dieting out the fat.*

Lean Principles  
eliminate:

- Overproduction
- Inventory
- Extra Steps
- Motion
- Defects
- Waiting
- Transportation



# How to Get *Lean*

---

- Look internally
  - Have we done everything we can do with less money?
  - What are the institutional barriers?
  - Can we make it easier?
  - Can we reduce “waits”?
  - Does this activity deliver value? Is it costing us value?



# Value Leakage

---

- Managed print
- The small savings in lots of places adds up



# Disciplined Existence

---

- Identify those things that need to be done
  - Does this action/service/product add value or not?
  - Pay attention: repeating actions is wasteful
  - Can we do 1 step instead of 2?

*Be aware and observant at all levels*



# What Does This Mean to Me and My Career?

- Job security vs. Employment security
- Natural attrition to achieve staff reduction objectives



# Bottom Line Thinking

---

*Does your current job add value to the customer?*

## PC management

- State will require dramatically lower number of administrators per PCs
- Need to “skill up”
  - Hands on training
  - More customer facing skills
- “Moving up the food chain”



# Questions?

---

Thank- you.

