

# **Service Delivery Options for Strained Budgets**

**Functional & Technical  
Approaches to Improved Services  
& Reduced Costs**

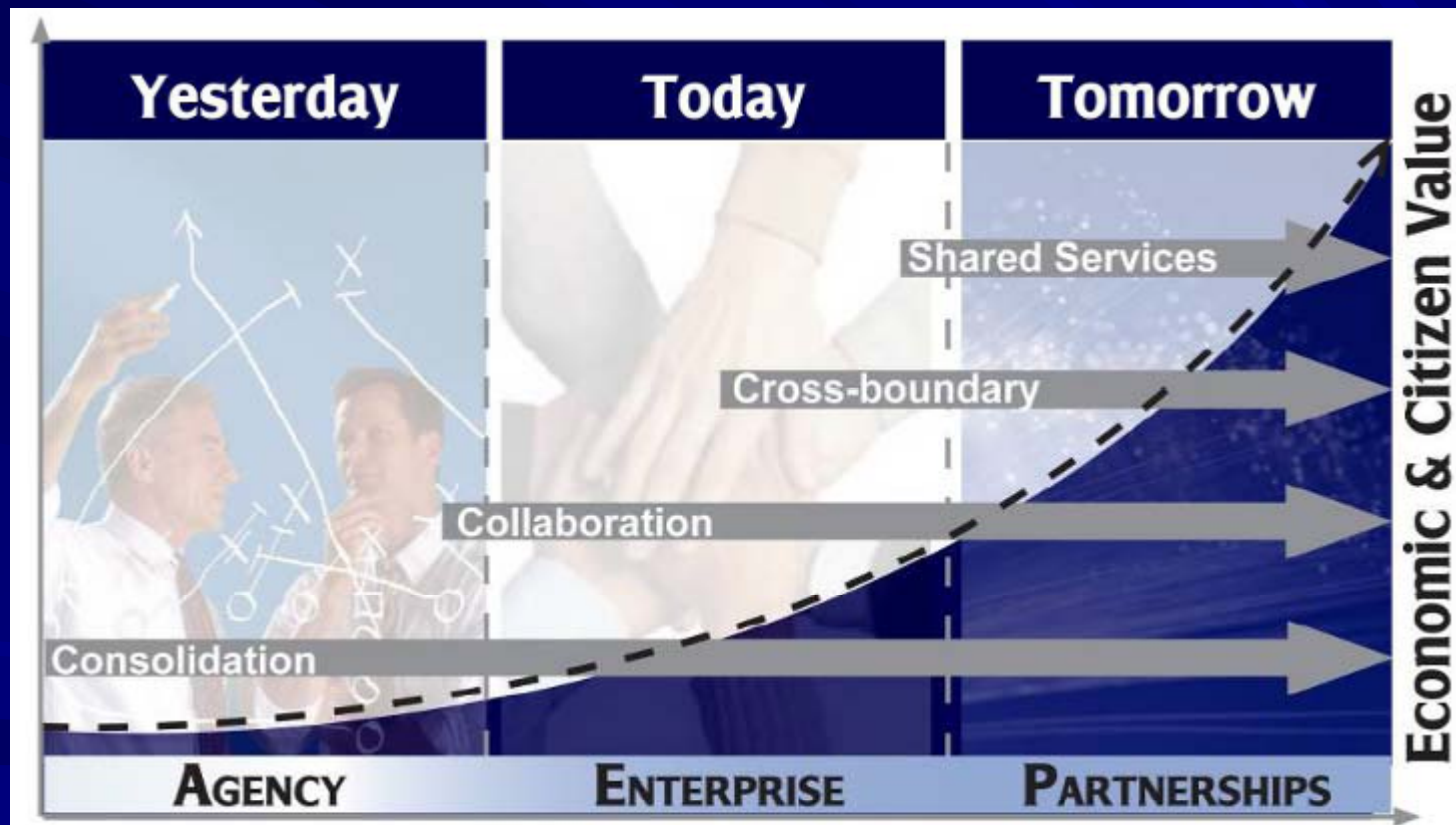
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# Some of the Big Costs...

- Operationally & Fiscally
  - Siloed Operations & Duplicated Resources
  - Energy Costs for Power & Cooling of Buildings & IT
  - Handling & Storing of Paper
  - Too many Manual or People-driven Operations
  - Infrastructure Management Costs
  - Efficiency & Quality of Infrastructure Design
  - Maintenance & Service Costs
  - Not Having Your People in the Highest Value Jobs



# Increasing Government Value



# A Few Areas of Focus to Consider:

- Functional/Personnel Areas:
  - Multiple Call Centers? Look to consolidating to a shared one
  - Multiple Data Centers? Look to consolidating to one or two
  - Multiple Licensing Entities? Consolidate to a single shared licensing organization & system
  - Open Head Count? Automate processes where possible & move existing personnel to higher value jobs
  
- Technical Areas:
  - Paper Based Case Management Systems? Move to an electronic collaborative case management system
  - Move as many “In Line” functions to “Online” as possible
  - Multiple Phone Systems? Look to consolidating to one system & move to VOIP where possible
  - Multiple Email Systems? Consider a shared email & archiving system
  - Multiple Asset Tracking Systems? Move to a single system that can be leveraged by all
  - Consolidate, Unify & Virtualize wherever possible

# Potential Areas for Cost Avoidance

- Higher Efficiency Systems to Reduce Power & Cooling Costs
  - Work with Facilities & Budget to Offset Equipment Costs for Power Savings
- Consolidating Infrastructure to Reduce 'Footprint' Costs like Floor Space, Maintenance, & Administrative Costs
- Reducing Data Size by Eliminating Duplication of Data to Reduce Storage, Backup, & Network Transmission Costs
- Securing Information to Reduce Data Loss Costs
- Costs of Storing, Handling, & Producing Paper
- eDiscovery & Archiving of Records to Reduce Handling, Storage, Personnel, & Potentially Legal Costs Associated with Data Retention
- Remote Work for Some Personnel & Facility Consolidation to Reduce Operational Costs
- Look for Areas Where Services Can Pay for Themselves via Online Info Portals like Licensing, Real Estate Data for Realtors, Investors, etc.
- Reward People Who Find Ways to Take Costs Out of the Operations While Improving Functionality & Services

# What will it take?

- Strong Leadership & Vision
- An Organizational Willingness to Embrace Change
- Engage Political & Departmental Leadership Early
- Recognize That It Won't Be Easy But it is Necessary & Beneficial
- A Well Thought Out Plan & Good Governance Model
- Establishing Meaningful SLA's
- Measure the Before & After
- Constant Communications
- Voice the Benefits to Each Stakeholder
- Reward Those that Make a Difference

# A Few Examples...

- Organizational
  - Combining Related Agencies/Organizations
  - Sharing Information Across Related Entities
  - K12 Data Protection
  - Cross Boundary & Jurisdictional Sharing
- Technology
  - Data DeDuplication & Backup
  - Content & Case Management
  - Securing Information & Facilities
  - Virtualization & Pooling Resources

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business partner, CDW-G, in Booth 22



Learn how EMC & CDWG can help you  
build effective & agile IT solutions to  
support your mission & objectives

Thank You!

# Likely Closing Statement...

- Because of the circumstances we find ourselves in; now is the best time to phase in appropriate change & modernize how government works for all of us!

As citizens & taxpayers as well as being IT professionals, it's up to us to build the most effective operations & systems to provide for the needs of our constituents, ourselves, & future generations while creating organizations & systems that are agile enough to adapt to changing needs & economic conditions.

Thank You

