



Service Delivery Options for Strained Budgets

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Service Delivery Options for Strained Budgets

- ◆ Driver: Common business needs
 - State and Local Government Agencies including Schools and Colleges to manage services and projects with strained budgets.

- ◆ Enabler: Shared Services Systems and Projects
 - Sharing of expertise, experience and insights
 - Leverage economies of scale
 - Ensure adoption of industry, state & local standards
 - Improve services for all Stakeholders



Benefits

- ◆ Major benefits include:
 - Cost and Operational Efficiencies:
 - Leverage existing/established systems and technologies
 - Sharing of new/additional IT infrastructure
 - Share resources for Project execution and coordination
 - Adoption of Best Practices, Processes and Standards
 - Efficient coordination of change management
 - Increased collaboration from Vendors and Suppliers
 - Unified Business Continuity and D/R capabilities



Shared Services Opportunities

- ◆ Planning and other services
 - Business Continuity Planning (COOP/COG)
 - Needs Assessment and Strategic Planning
 - Records Reorganization and Purging

- ◆ Business Applications and Technology
 - HR, Payroll, and Time keeping systems
 - Law Enforcement and Emergency Response Systems
 - Records Management Systems
 - Websites, Web Portals and Mashups
 - Disaster/Recovery Infrastructure
 - Reciprocal Arrangement or Shared Infrastructure



Shared Services Models

- ◆ Contractual/Delivery Models include:
 - State to Local Government
 - County to County
 - County to Municipality
 - Public-Private Partnership

- ◆ Systems deployment options include:
 - Centrally hosted by an Agency
 - Vendor hosted (ASP model)
 - Cloud Computing (emerging trend)



Projects from around the State

- ◆ Visit State of New Jersey Division of Archives and Records Management (NJDARM) website for fine examples of Shared Services Projects.
 - <http://www.state.nj.us/state/darm/links/excellence-nominees09.html#Category1>

Thank You

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