Advancing the President’s Management Agenda through Shared Services

- Access a marketplace of products, solutions, and services
- Free up time and resources to focus on what matters
- Optimize service delivery and customer experience
- Accelerate the acquisition process
- Manage and mitigate risk with proven solutions
- Target efforts that address Administration priorities and management initiatives
- Use shared approaches to solve common challenges
- Elevating the capacity of agencies to deliver on their mission for the benefit of the American public
- Explore the pieces that make up Shared Services:
  - Agreement on shared capabilities
  - Marketplace of solution offerings
  - Existing shared service providers
- Guide customers to innovative and secure technology
CUSTOMER EXPERIENCE EXECUTIVE ORDER

- Improve results for customers
  Establish data and performance standards to measure progress on customer experience

- Promote equitable, standards-based solutions that align to agency requirements
  Provide solutions that meet customer needs without sacrificing standards

- Reduce the “time tax” for government services
  Offer federal agencies access to standard solutions and processes to optimize service delivery to the American public

- Foster equitable access to marketplace of shared solutions
  Incorporate the voice of the customer, human-centered design methodologies, and empirical customer research in the shared solution design process

- Improve efficiency and effectiveness of government
  Offer agencies access to mature and customer-centric mission-enabling services

- Establish consistency in service delivery
  Provide a high level of customer experience to federal agencies through the adoption of shared solutions

OMB MEMORANDUMS

- Identify a common set of support capabilities
  Align mission support functions across government to foster easier adoption of marketplace solutions

- Achieve agreement from key stakeholders
  Convene stakeholders from industry and government and document interagency standards and priorities for shared services

- Establish modern solutions to address common challenges
  Offer and manage a marketplace of innovative technologies and services that meet federal agency requirements and needs

- Deliver increased value
  Drive continuous improvement of marketplace design and delivery via customer feedback loop

- Promote economies of scale gained through growth of shared services
  Leverage the centralized buying power of the Federal Government to more efficiently acquire centralized mission support capabilities

- Optimize agency mission delivery
  Deliver quality services that have a proven track record of providing demonstrated value to federal agencies

Information compiled from:
- The Office of Management and Budget (OMB) Memorandum 19-16 (2019).
- OMB Memorandum 22-02 (2022).