Advancing the President's Management Agenda through Shared Services

Elevating the capacity of agencies to deliver on their mission for the benefit of the American public





Target efforts that address

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Resetting the operating model for delivery



PRESIDENT'S MANAGEMENT AGENDA

- Empower the federal workforce Encourage cross-agency collaboration to foster a collective problem-solving mindset through agreement on business standards Promote diversity, equity, inclusion, and accessibility (DEIA) Ensure relevant parties are engaged and involved in setting standards using DEIA principles Identify and prioritize standards Optimize agency delivery of consistent, excellent customer experience through creation of standard performance targets and measurement processes Promote a positive, consistent, and secure customer experience Offer a marketplace of secure, shared solutions that improve service delivery and reflect the needs and perspectives of agency customers Equip the federal workforce Provide federal agencies modern shared solutions to optimize the focus on mission achievement, attract and retain top talent, and support the Build Back Better agenda Improve use of data in strategic decision-making Help agencies effectively use standardized data through adoption of shared solutions to inform business intelligence insights and data-driven decisions Address societal inequities Increase use of Best-in-Class contracts for solutions and services, consistent with statutory socio-economic responsibilities Provide access to sustainable technical solutions Help the Federal Government buy as one organization and promote goods and services made in America that align with environmental priorities
 - Build the acquisition infrastructure Increase productivity via digital solutions

CUSTOMER EXPERIENCE EXECUTIVE ORDER

- Improve results for customers on customer experience
- agency requirements
- Reduce the "time tax" for government services optimize service delivery to the American public
- design process
- Improve efficiency and effectiveness of government Offer agencies access to mature and customer-centric mission-enabling services
- Establish consistency in service delivery the adoption of shared solutions

OMB MEMORANDUMS

- Identify a common set of support capabilities adoption of marketplace solutions
- Achieve agreement from key stakeholders interagency standards and priorities for shared services
- services that meet federal agency requirements and needs
- Deliver increased value 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 demonstrated value to federal agencies

Shared * Services

Information compiled from:

• The Office of Management and Budget (OMB) Memorandum-19-16 (2019).

• OMB Memorandum-21-20 (2021).

• OMB Memorandum-22-02 (2021)

• OMB Memorandum-22-12 (2022).

- Performance.gov The Biden-Harris President's Management Agenda (PMA) (2021)
- The White House Executive Order 13985 (2021)

• The White House Executive Order 14035 (2021). • The White House Customer Experience Executive Order (2021).

More info at: https://ussm.gsa.gov/

Establish data and performance standards to measure progress

• Promote equitable, standards-based solutions that align to

Provide solutions that meet customer needs without sacrificing standards

Offer federal agencies access to standard solutions and processes to

• 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

Provide a high level of customer experience to federal agencies through

Align mission support functions across government to foster easier

Convene stakeholders from industry and government and document

Establish modern solutions to address common challenges

Offer and manage a marketplace of innovative technologies and

Drive continuous improvement of marketplace design and delivery via

Deliver quality services that have a proven track record of providing