

Shared Services Governance Board Charter - August 2024

Mission: Guide and support the implementation of the Government's shared services strategy to improve service delivery and performance, enhance customer satisfaction, and create efficiencies to agency customers.

Vision: A shared marketplace of diverse and modern solutions that eliminates redundancy, reduces risk and leverages the government's buying power to deliver administrative services that create a more effective government.

SSGB Strategic Goals

1. Enable the Federal government to make informed decisions, increasing performance and cost data transparency and shared accountability.
2. Reduce duplication and cost across government for shared administrative functions.
3. Propose and reform policies/guidance to enable the vision, increase the likelihood of successful migrations, reduce the barriers to adoption and enhance customer satisfaction.

Shared Services Governance Board (SSGB)

The Shared Solutions Governance Board (SSGB), which acts as a cross-functional steering committee, is the primary executive body responsible for informing the development of shared services policies and strategies in pursuit of the shared services mission and successful achievement of the vision and goals identified above. The SSGB also advises on the implementation of, transition to, and operation of administrative shared solutions.

The SSGB serves as a neutral resource to help the shared services community pivot as trends change; enabling the delivery of an innovative, flexible and competitive set of standards, solutions and services. The SSGB collaborates with OMB to inform strategic decisions on the future of shared services in the Federal government. Through strong government-wide governance, the SSGB seeks to continually improve the Government's shared solutions strategy and administrative performance, and identifies opportunities to improve service to agencies.

The SSGB has the following responsibilities:

- The SSGB will meet **quarterly**; it may host special meetings outside of its regular schedule at the discretion of the SSGCs, or as required, to address critical issues
- Review QSMO implementation plans and make designation recommendations to OMB
- Engage with the communities the members represent on a regular basis to ensure they are representing the intentions of the council and community
- Serve as the escalation body for issues that cannot be resolved by Standards Leads on the Business Standards Council (BSC) **and other escalation areas as determined by the Board.**
- Review Investment Action Plans submitted by agencies and provide input/make recommendations to SSGCs as needed
- Demonstrate advocacy and collaborative support for the federal shared services governance and operating model
- Inform strategies, policies, priorities, and goals for shared services functions, requirements, and performance

- Advise on strategies for shared services funding sources, including, identifying funding and investment opportunities
- Adjudicate cross-service function, cross-provider, and cross-customer issues and approve solutions for common or systemic issues
- Encourage standardization and sharing of best practices delivering quality services, in a timely manner, at a competitive cost in the Federal marketplace
- Support a culture of process excellence and continuous improvement within the shared services
- Facilitate “voice of the customer” outreach in coordination with Senior Accountable Points of Contact, including, but not limited to:
 - Stakeholder engagement
 - Customer feedback forums
 - Future customer requirements
 - Marketplace research assistance

The SSGB membership includes representation from each member CXO council as follows:

- a. Chief Acquisition Officer (CAO) Council;
- b. Chief Information Officer (CIO) Council;
- c. Chief Human Capital Officer (CHCO) Council;
- d. Chief Financial Officer (CFO) Council;
- e. Performance Improvement Council (PIC);
- f. Small Agency Council; (SAC)
- g. Chief Data Officers Council (CDOC)
- h. Council on Federal Financial Assistance (COFFA)

As the oversight structure and shared services ecosystem evolves the SSGB may expand or modify membership to include other representatives. **Modifications to the SSGB council membership requires both member vote and OMB approval.**

Shared Services Governance Chairs (SSGCs)

The SSGB is co-chaired by two leaders - one from GSA and the second a co-chair selected by the voting membership that will rotate on an annual basis. The SSGCs, have the responsibility, in conjunction with OMB, to inform the development and implementation of administrative shared services policy and strategy across the government.¹

Alternatively, the OMB Director has the ability to select an appointed official or a career executive from within OMB to serve as the second co-chair.

The GSA Administrator will serve as the GSA co-chair. He/she may designate an appointed official or career executive from within GSA to serve as co-chair if necessary. During an Administration transition, a career executive from the Office of Government-wide Policy will serve as the GSA co-chair until an Administrator is appointed.

The SSGCs have the following responsibilities:

- Serve as the decision-makers for the shared services ecosystem where funding is not a factor; where funding is a factor, they will serve as the principal advisors
- Approve SSGB priorities and assign actions to members and groups, as appropriate
- Lead SSGB meetings and foster member participation and engagement

¹ OMB Memo 19-16 Centralized Mission Support Capabilities for the Federal Government

- Represent the SSGB in coordination with other organizations and bodies within the shared services ecosystem and with external stakeholders in various forums
- Oversee the establishment of, and assign leadership for, committees, working groups, task forces, or other structures as necessary to address special initiatives or issues associated with the shared services ecosystem or to study specific topics for recommendation to the full Board
- Coordinate with committees, working groups, task forces or other structures to obtain findings or develop recommendations for the SSGB

Office of Shared Solutions and Performance Improvement (OSSPI)

OSSPI was established to convene the governance bodies for the shared service ecosystem, provide oversight of the shared service suppliers, and provide a consistent long-term strategy for the expansion of administrative shared services. Under the advisement of the SSGCs, OSSPI continues to execute the priorities informed by the SSGB and identifies risks and issues to be opined upon by the SSGB.