

Outsourcing Baseline IT/IM Services

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Overview

- Why outsource?
- How do are we outsourcing today?
- Outsourcing considerations in the future
- What are the challenges we face in changing the way we outsource?

Catalyst for Outsourcing

- Optimizes resources
- Promotes innovation, efficiency, and greater effectiveness.
- A-76
 - *Outsourcing it is a good business practice even if A-76 did not exist!*
– Nearly half of all federal employees perform tasks that are readily available in the commercial marketplace
 - The government has realized cost savings in a range of 20 to 50 percent when federal and private sector service providers compete
 - Agencies have insulated themselves from the pressures that produce quality service at reasonable cost by avoiding competition

Typical Government Outsourcing Model

- Much of IT services are already outsourced
- Services provided in a highly decentralized fashion
- Service providers are collocated with the customer
- IT services managed as if it were a “core” competency - - not a utility

Type of Services

- Office Automation Services :
 - o Desktop Configuration Management
 - o E-mail management
 - o System administration of local servers (i.e. local database, file, web servers, etc)
 - o Help Desk
 - o Touch labor
- Telecommunications:
 - o LAN management and administration
 - o Telephone services/devices
 - o Wireless services/devices
 - o Long haul communications (data & voice)

Type of Services

- Hardware and Software Maintenance Support Services
- IT Consulting Services
- Visual Information Services
- Records Management
- Reproduction Services (copiers, fax machines)
- IT Capital Planning/Resource Management
- Information Assurance
- Library Services
- Applications Development
- Testing and Integration Services
- Application Configuration Management
- Application Support Services (*Sys Admin. (SA), Database Admin (DBA) etc.*)
- Training and Education Services
- Enterprise Architecture (operational, systems, technical)
- Printing and Publications

Disadvantages of the Fully Decentralized Model

- High overhead when compared to other models – Conducting every service at every site
- Validating compliance with the enterprise architecture is challenging
- Security challenges - Various levels of security monitoring and prevention

Migration to an Enterprise and or Regional Model

- Technology exists to manage regionally/nationally – MOM other tools
- Eliminates duplication of services across a region
- Reduces overhead
- Standardizes architecture
- Facilitates Information Assurance - security

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Challenges to this model

- Culture
 - Business/Organizational perspective
 - IT/IM perspective
 - Customer Perspective
- People – current IT/IM staff
- Standard Architecture
- Effective enterprise management tools
- Transition costs
- Executive Buy-in!!

Summary

- Manage “utilities” different from “core competencies”
- Leverage Technology to its fullest
- Recognize there will always be a need for local services
- Take care/reassure your existing IT/IM staff