



Washington State Department of
Information Services

IPMA

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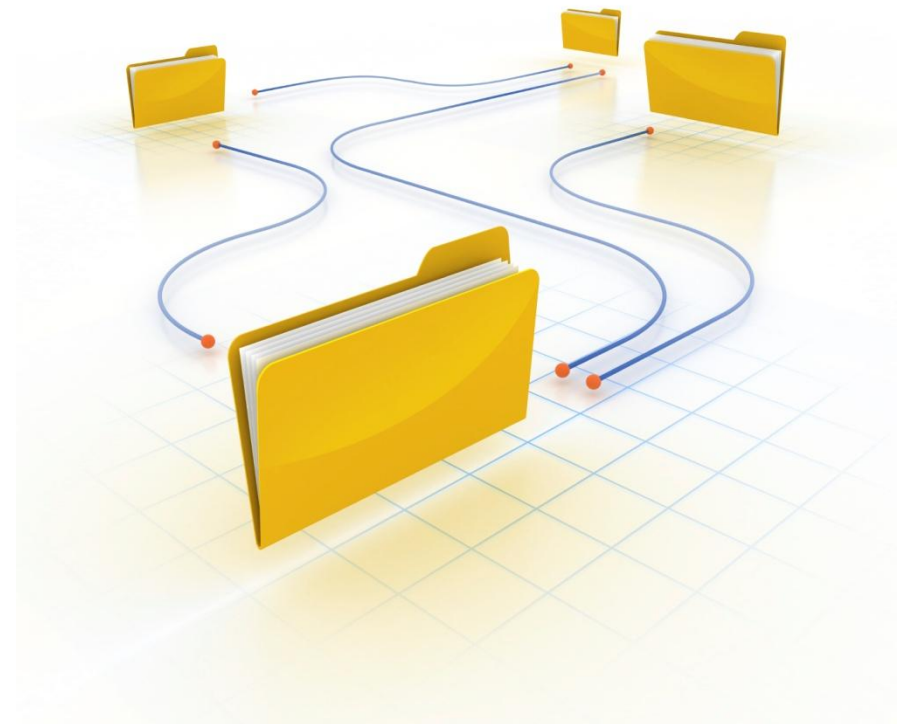
Why Shared Services? Doing More With Less

- State and local governments have to live within their means
- No growth in near future
- Work smarter while improving service delivery to constituents



Characteristics of Shared Services

- Utilization of assets
- Standardization
- Economies of Scale



Washington Shared Service Opportunities

- Statewide email consolidation
- Virtualization: expand the state cloud
- Inventory and recast legacy systems into modern technologies
- Unified Communications
- Virtual a la Carte
- Desktop Management
- Data Hubs/Jindex/Vital Statistics
- Enterprise Applications
 - ERP
 - Document Management
 - Asset Management



Benefits

- Reduce costs
 - Cooling
 - Power
 - Services
 - Software
 - Hardware
 - Staffing
 - Facilities
- 24/7 operation
- State-of-the-art security
- Carbon footprint reduced
- Increase value to constituents
 - Reduce barriers between government entities



Maximizing the Value of Shared Services

- Standardization
 - Reduce the variety of service or product offerings
- Highest common denominator
 - Reduce customization
 - Increased service levels
- Buy in bulk – keep the cost down



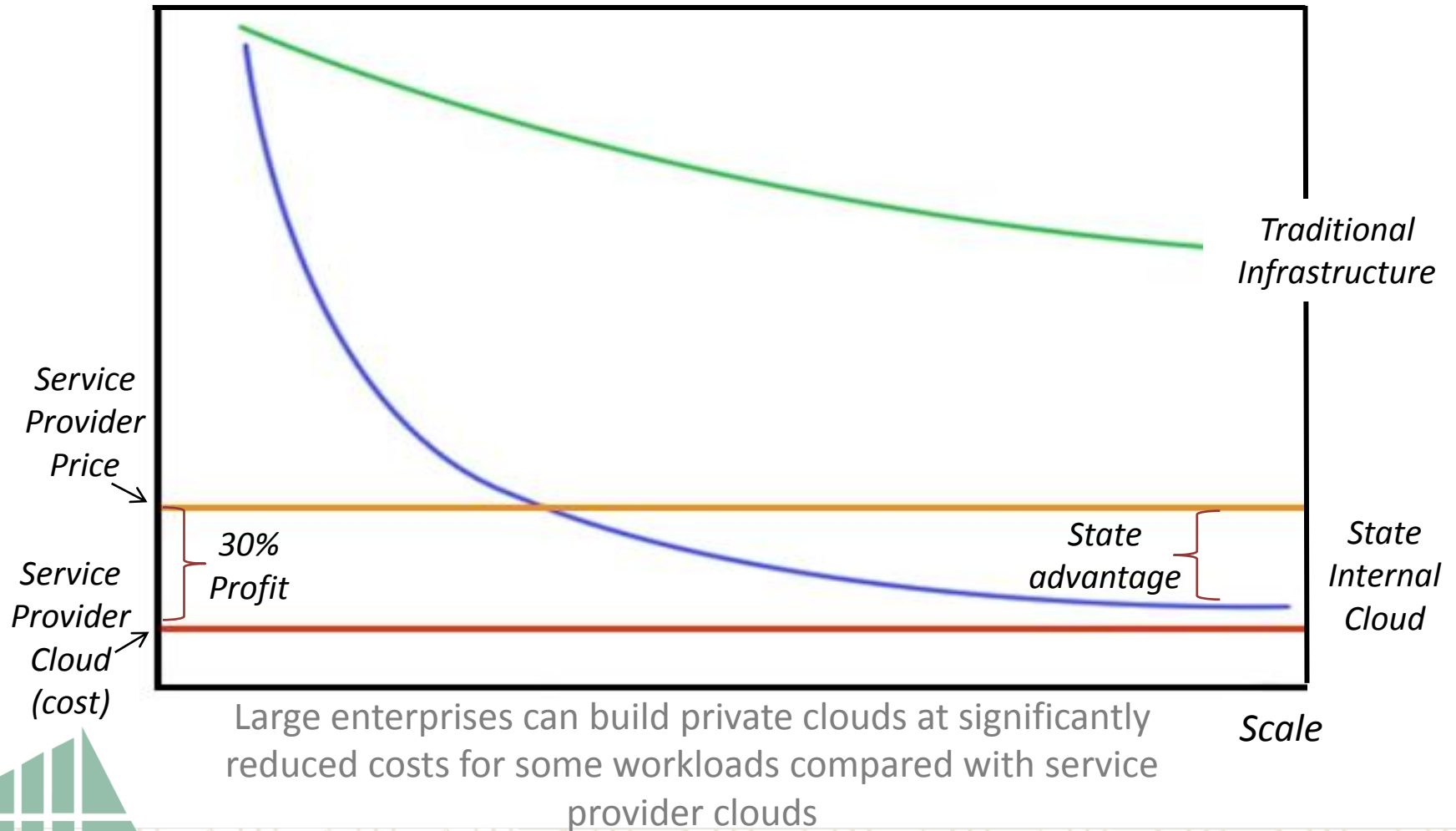
IT Asset Management as a Shared Service

- What's Washington's total IT Asset Value?
 - Probably in excess of \$1 Billion
 - 15-20% turnover each year
 - Major opportunity for savings with strong IT asset management process
- What do we own?
- Hardware & software
 - ID What we can share
 - Extend software licenses to be an enterprise solution



Standardization and optimization by workload enables economies of scale for Private Clouds

Unit Cost



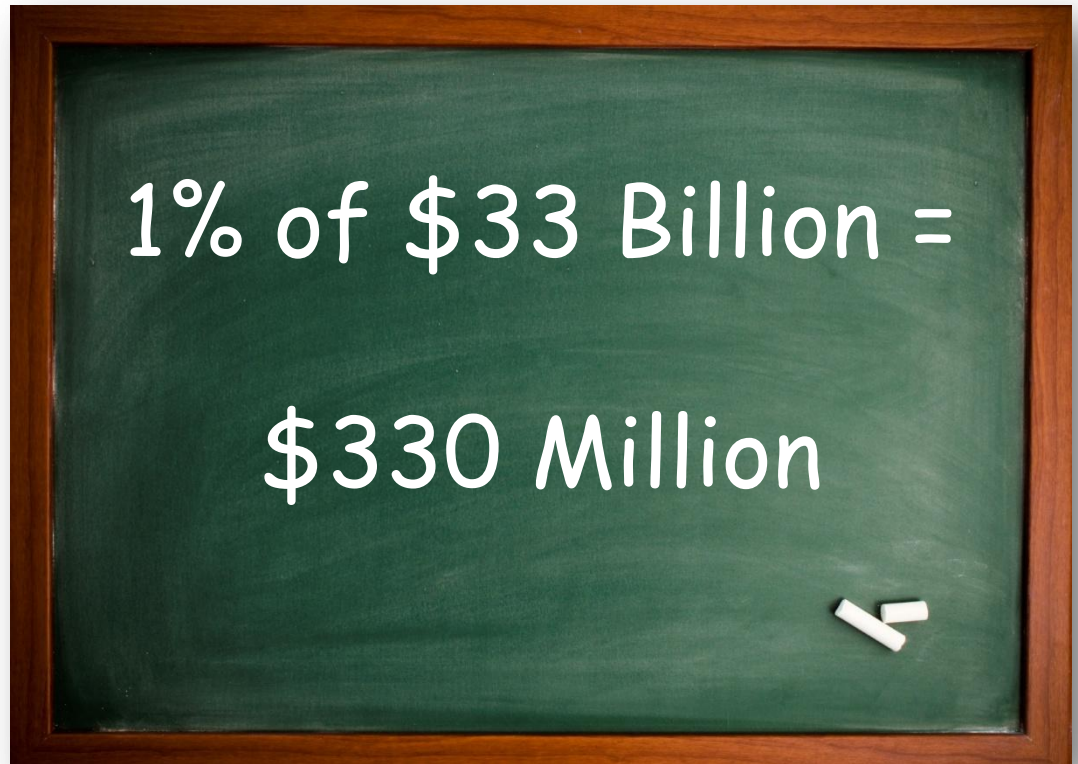
Lean Government

Maximize value, Minimize waste

It's about dieting out the fat.

Lean Principles
eliminate:

- Overproduction
- Inventory
- Extra Steps
- Motion
- Defects
- Waiting
- Transportation



How to Get *Lean*

- Look internally
 - Have we done everything we can do with less money?
 - What are the institutional barriers?
 - Can we make it easier?
 - Can we reduce “waits”?
 - Does this activity deliver value? Is it costing us value?



Value Leakage

- Managed print
- The small savings in lots of places adds up



Disciplined Existence

- Identify those things that need to be done
 - Does this action/service/product add value or not?
 - Pay attention: repeating actions is wasteful
 - Can we do 1 step instead of 2?

Be aware and observant at all levels



What Does This Mean to Me and My Career?

- Job security vs. Employment security
- Natural attrition to achieve staff reduction objectives



Bottom Line Thinking

Does your current job add value to the customer?

PC management

- State will require dramatically lower number of administrators per PCs
- Need to “skill up”
 - Hands on training
 - More customer facing skills
- “Moving up the food chain”



Questions?

Thank- you.

