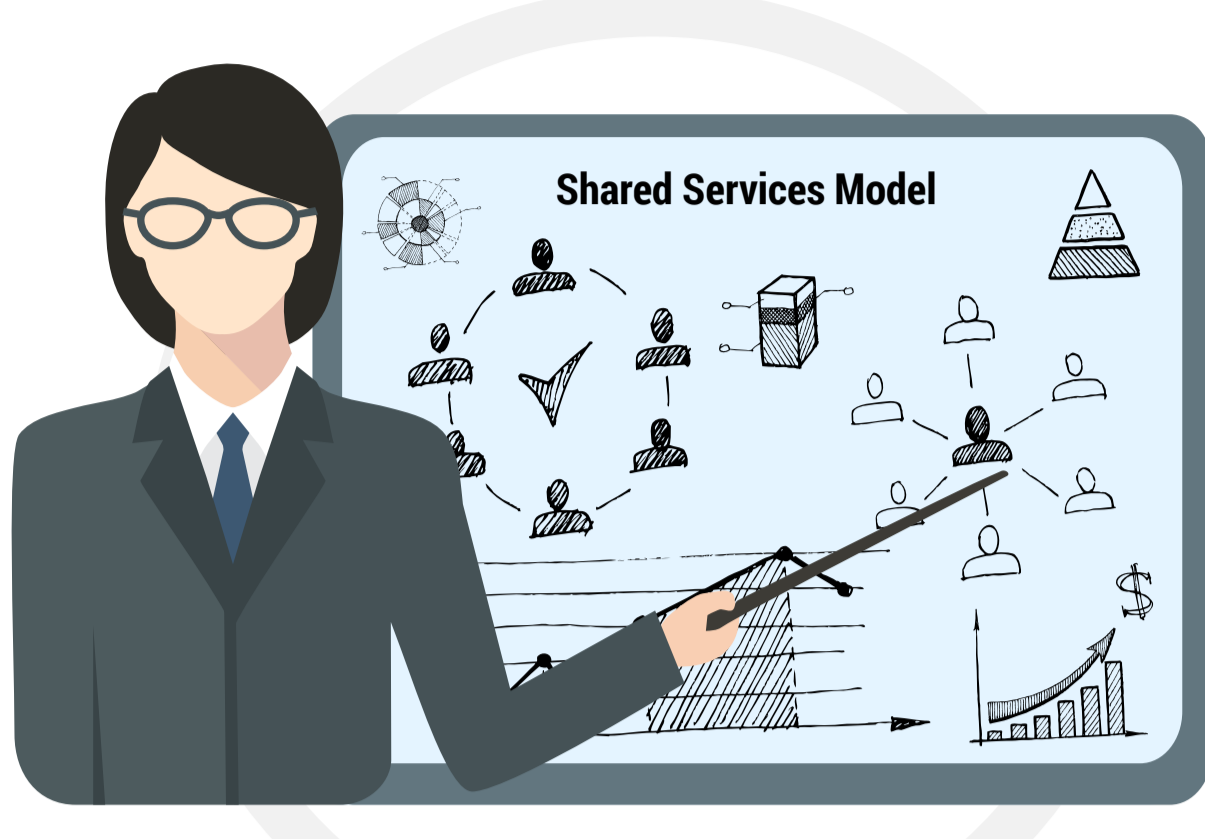


# Implement a Shared Services Model

**Look before you leap;** know your own people, process, and technology capabilities before you make the move to implement a shared services model.



Your IT group has excess capacity, superior capabilities, and peers that require similar IT services.

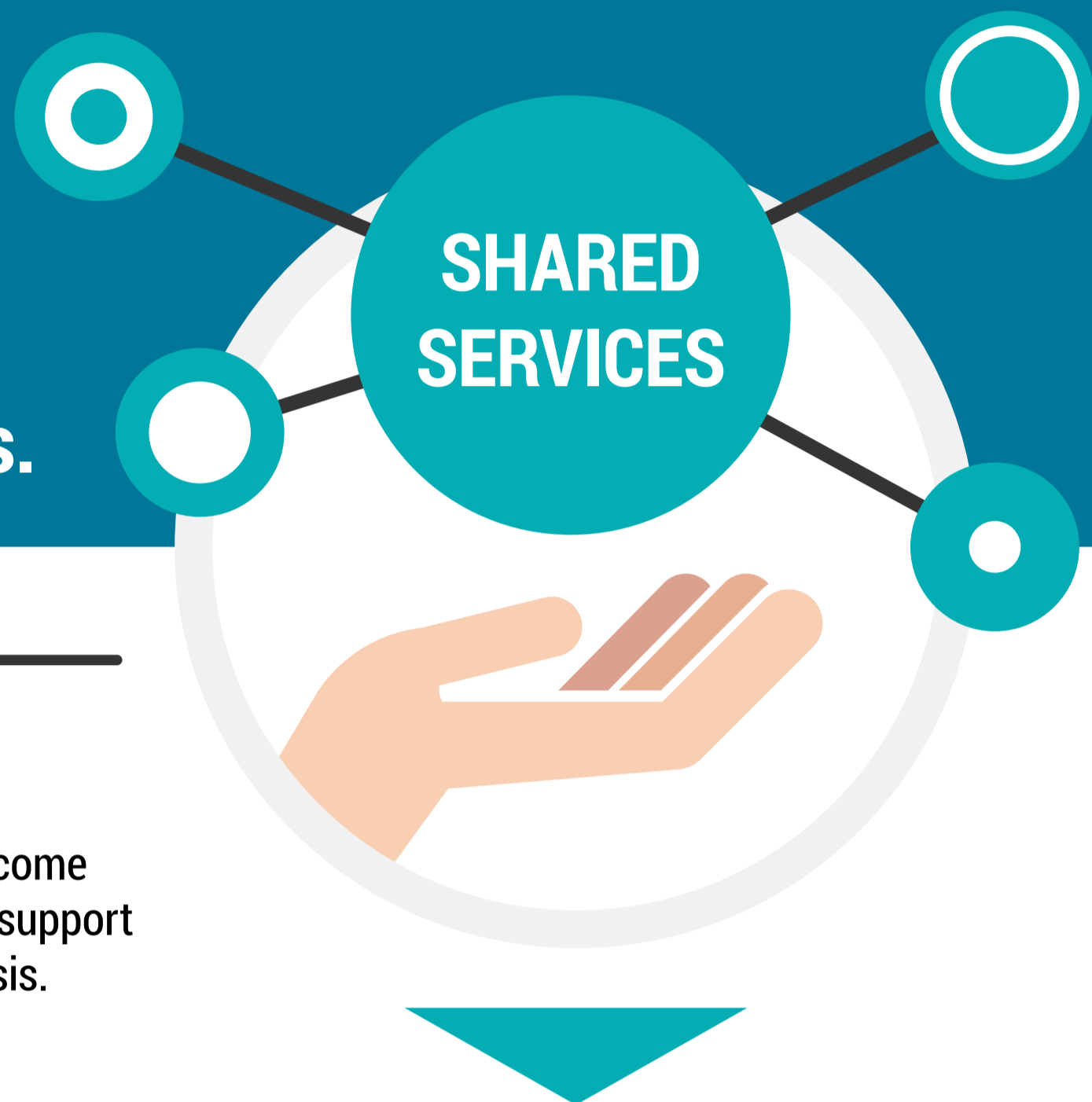
As a result, your organization wants to leverage this capacity and your superior capabilities in order to reduce costs and improve overall performance by implementing a shared services model.

Keep in mind that the implementation of a shared services model is a difficult and lengthy process that requires a great deal of internal analysis, as well as an assessment of customer needs.

Becoming a shared services provider is comparable to becoming a vendor and most IT groups don't have the capabilities to easily make the transition.

Before jumping into the project, assess your customer requirements and your current people, process, and technology capabilities to assess if your organization is ready to implement a shared services model and if adequate alignment exists between you and your target customer.

Implementing a shared services model needs to be viewed as more than just extending a current service to other sites.



As a "vendor," think of the IT service you're offering as the "product." Ensure that you understand the responsibilities and accountabilities that come with the implementation of a shared services model. You must be able to support and provide adequate service levels for your customers on an ongoing basis.

There are people, process, and technology capability prerequisites to successfully becoming a shared services provider.



People



Process



Technology Capability

Examine each of these three components and draw alignment between the requirements of your customer and your ability to provide support in each of these areas through a shared services model.

Shared services doesn't need to be a zero-sum game. Many organizations may view the transition to a shared services model as an "all or nothing" project, where one site must be the provider and the other a customer.

Adopting a competency-based shared services model may allow you to capitalize on each site's strengths and weaknesses.

## Project Steps

- 1-** **Define the opportunity and product**
  - Understand and assess your customer's people, process, and technology requirements and draw alignment between what your customer needs and what you are able to provide with respect to services.
  - Scope your set of service offerings and begin to develop a list for the shared services model.

- 2-** **Develop your product vision and roadmap**
  - Identify long-term objectives to extract from the implementation of your shared services model and develop a set of project success metrics.
  - Develop the business case and meet with all involved parties in order to obtain project approval.

- 3-** **Realize the product**
  - Transition your people, processes, and technology in order to support the realization of the shared services implementation.
  - Map out and initiate the test phase launch of the shared services model.

- 4-** **Support and continuously improve**
  - Assess the success of the test launch using project success metrics.
  - Create a schedule for project monitoring, as well as a customer communication plan to ensure continuous improvement of the shared services model.