

# Share & Share Alike: Fostering Successful Collaborations between Government Agencies

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# Introduction

- Who we are
  - Professionals passionate about shared services in government
- Why we are here
  - Share our experiences around creating successful collaboration opportunities at the local and state government levels
- What we'll be talking about
  - Recognizing the opportunities
  - Making the business case
  - Ingredients of success
  - Creating meaningful agreements
  - A future of sharing

# The way we were (2000-2007)

- Times were pretty good
  - State and local government were good career choices
  - Raises were an annual event
  - Real estate was “HOT”!
  - Wireless everything was “HOT”!
- No one needed anyone else
  - Two datacenters 2 blocks away in Ann Arbor
  - Duplicative broadband connectivity

# The way we were (2000-2007)

- Some organizations were doing shared services, but it was a “nicety” not a “necessity”
  - State of Michigan Geographic Framework data
  - Washtenaw County’s “One Washtenaw”
  - Oakland County’s CLEMIS
- But still most government agencies did not need (or want) to share
  - City of Detroit, DWSD & Wayne County’s datacenters all in downtown Detroit
  - Individual counties procured their own aerial imagery flights

# And then...(2008-2009)

- Financial meltdown!
  - Banks and businesses failed
    - and came back different
  - Big banks bought big failed banks
    - and got bigger and can never fail again
  - Real estate prices fell
    - and fell - and fell – and fell
  - Jobs Michigan left in droves
    - And government began to hurt

# Big Bang! (2010 – now)

- Perfect storm arrives
  - No raises since 2006
  - Technology getting old – really old
  - Organizations are getting leaner (and meaner!)
  - Do more with less!
  - Business process changes are required
  - Technology changes are required

# Big Bang! (2010 – now)

- Opportunity presented itself to us
  - State of Michigan
    - Shared Services/Resources are an expectation
    - Build once, use many
  - Washtenaw County
    - Merged Data Centers (twice!)
  - City of Ann Arbor
    - Shared ECM platform, shared IT manager

# Big Bang! (2010 – now)

- Opportunity is here for everybody



# Time Out – We need a plan!

- Business Cases
  - What makes sense?
  - Allows prioritization
  - Great experience for staff to be part of the solution
  - Provides a framework for proceeding or not

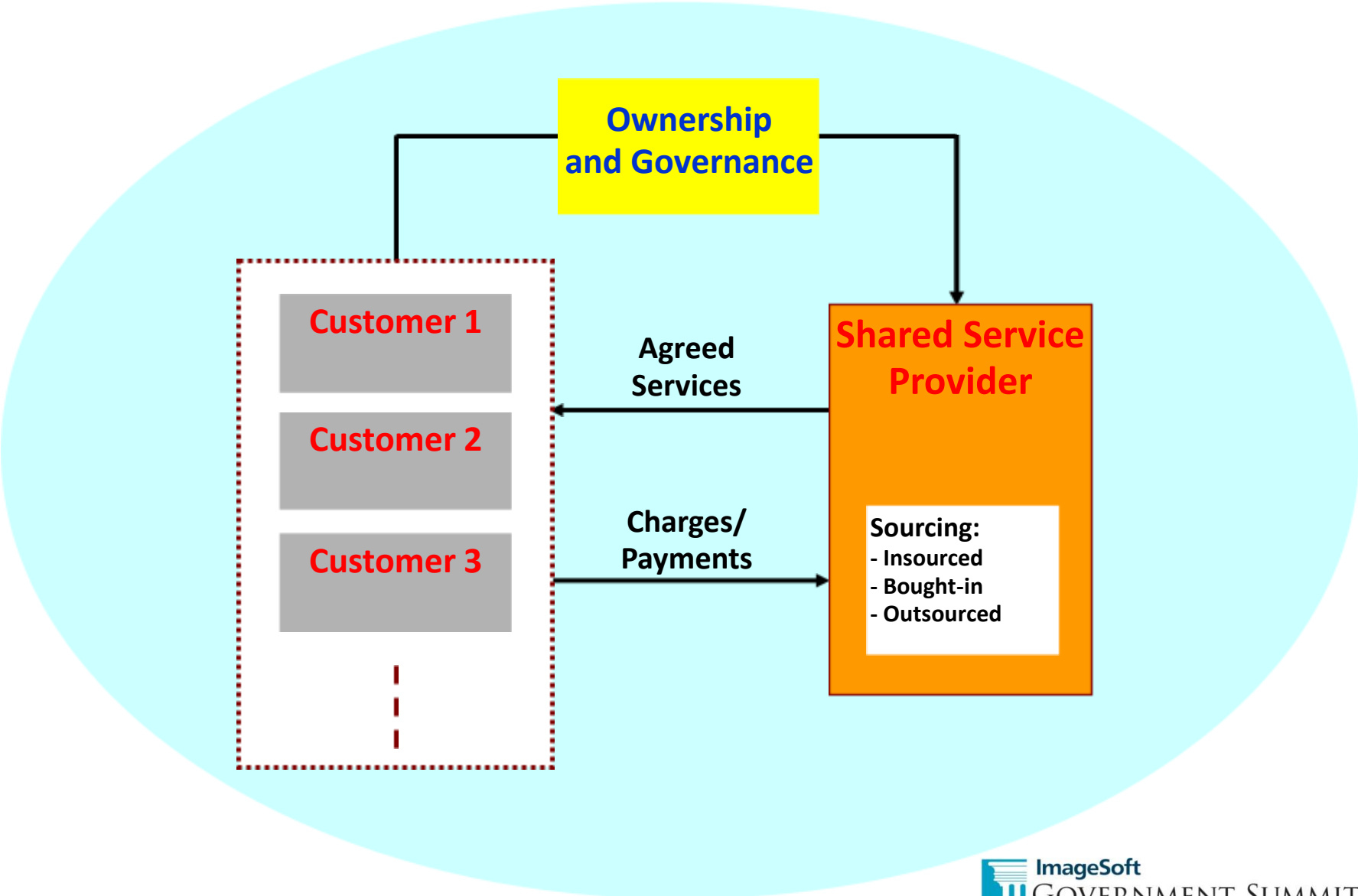
# Secret Ingredients

- Success factors
  - Strong Project Management skills
  - Senior-Level support
  - Effective communication
  - Strong Change Management
  - A Phased Approach to Implementation

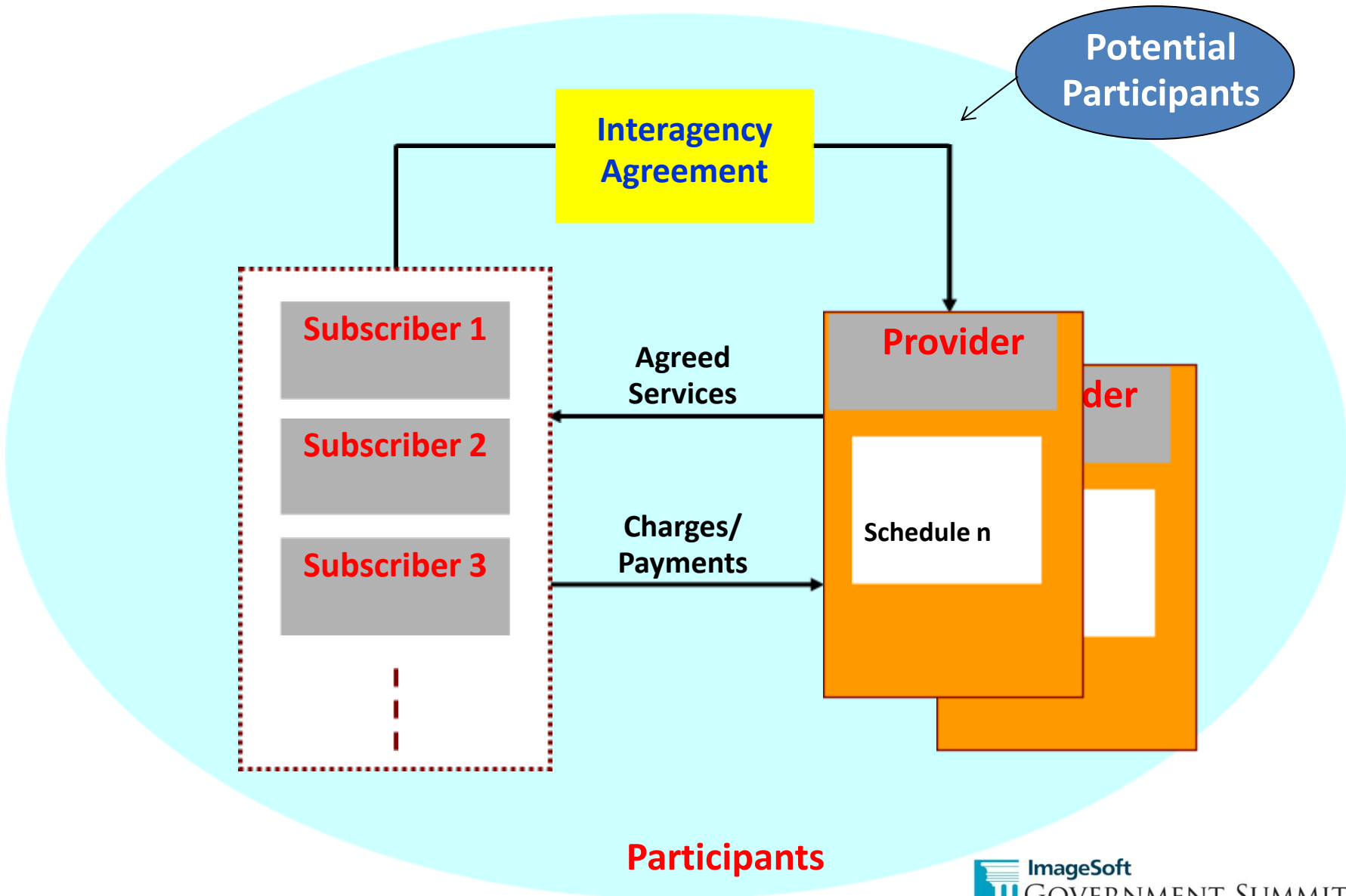
# Good Fences...

- Formalize the arrangement
  - Legal Agreements
  - Clear service definitions
  - Clear exit strategies
  - Clear roles and responsibilities
  - Agile, repeatable process

# Traditional 'Shared Services' Arrangement...



# Recommended 'Shared Services' Arrangement



# A Future of Sharing

- Ann Arbor and Washtenaw County
  - Regional ECM offering and local unit support
  - Common Disaster Recovery processes
  - Strategic facilities usage
  - Strategic support of local units (regional fire offering)
- State of Michigan
  - Michigan Municipal Services Authority (MMSA)
  - Competitive Grant Assistance Program (CGAP)
  - MiSAIL (Michigan Statewide Authoritative Imagery and LiDAR program)
- Detroit Water and Sewerage Department
  - More to come...

# The Takeaways

- Start small with quick wins that develop relationships and whose successes can be built on
- Need to be a good story teller
- Business Cases matter
- There are known best practices
- Win – Win is the only win that matters
- Plan to keep score and don't be afraid to show it
- People are people and relationships take time
- Proximity helps
- Have an exit plan

# Questions?

**Please remember to fill out your survey to receive two complimentary drink tickets for the post Summit afterglow.**