



Ministry of
Management Services

Core Services Review

The Honourable Sandy Santori

December 5, 2001

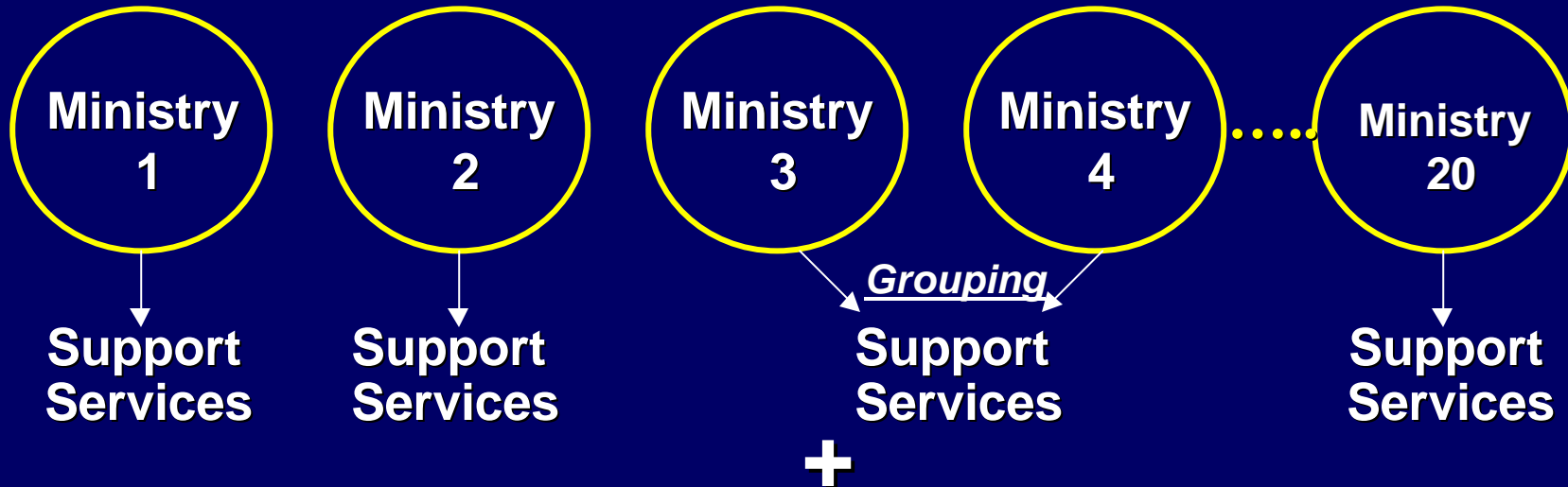
MINISTRY VISION



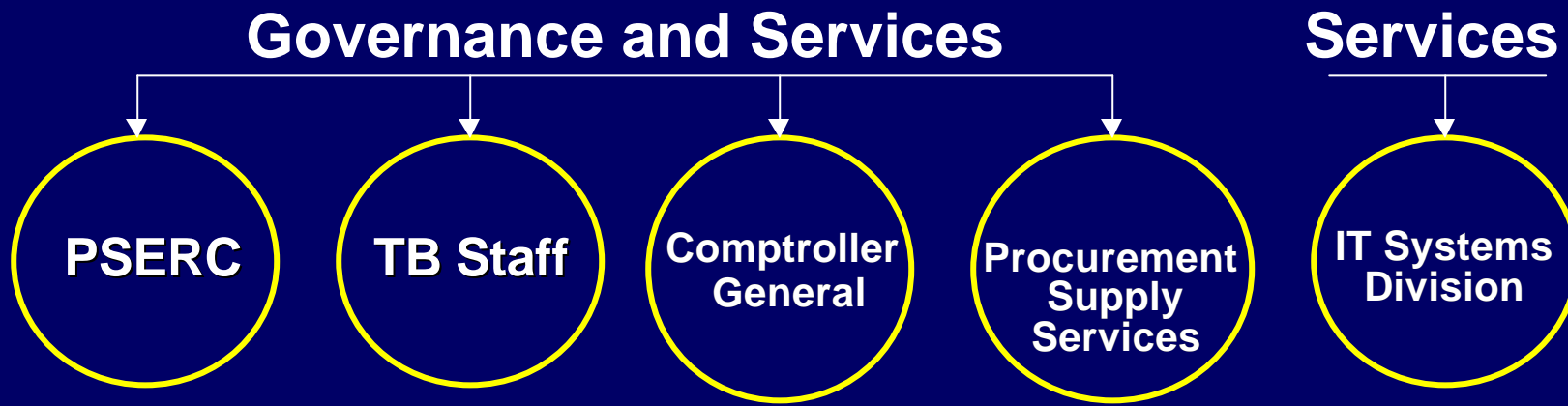
**We will enable other ministries
& public sector organizations
to deliver their core programs
more efficiently to businesses
and citizens**

Current Organization for Support Services

Ministries



Central Agencies



CURRENT STATUS

Resources:

- 1,500 employees
- Gross operating budget \$682 M
- \$618 M cost recovered
- Capital Budget \$34 M

Four divisions provide:

- Information technology services
- Procurement & supply management
- Corporate programs
- Administrative & support services

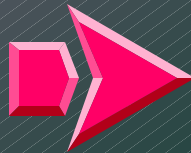
PUBLIC EXPECTS

- **Less red tape**
- **Lower tax levels**
- **Results**
- **Uninterrupted service delivery**
- **Increased provision of e-service delivery**
- **Protection of personal information**

SHARED SERVICES - KEY SHIFTS

From:

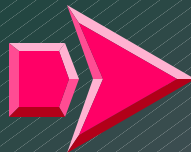
Multiple service providers



To:

One service provider

Central agencies set standards and controls, and also delivers service



Central agencies set standards and controls

Shared service agency delivers services

SHARED SERVICES DEFINED

- **Client Centred**
- **Efficient**
- **Responsive**

SHARED SERVICES WILL BE DELIVERED TO:

- **Ministries (largest client group)**
- **Broader public sector over time**
 - **Agencies and Crowns**
 - **Education, health and social service sectors**
 - **Local governments invited**

SHARED SERVICES WILL ENABLE OUR CLIENTS TO:

- **Get on with their business**
- **Undertake informed,
disciplined spending on
support services**

SHARED SERVICES



Measures of Success

- **Savings to government**
- **Cost comparisons with other providers**
- **Client satisfaction**

IMPLEMENTATION



What's Being Done Now!

- **Identifying non-core activities to enable reallocation of resources to highest priorities**
- **Implementation planning for shared services strategic plan**
- **New Procurement legislation**

BENEFITS TO TAX PAYERS

- **More efficient service**
- **Faster turnaround**
- **Consistent standards**

REQUEST FOR APPROVAL

- **Approval of vision for shared services**