



Agency Spotlight

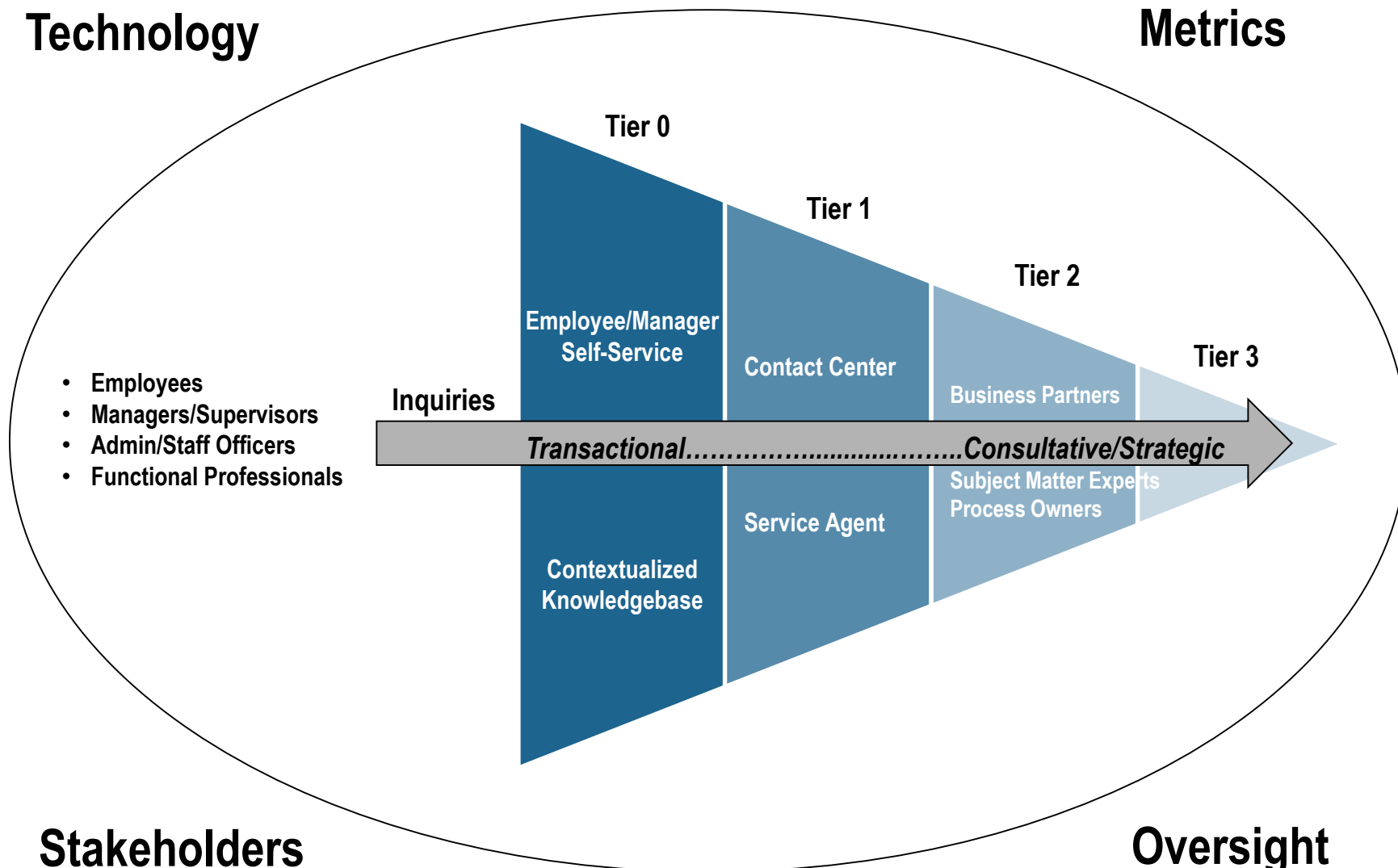
*Shared Services Forum
June 11, 2020*

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Tier-Based Shared Services

Technology

Metrics

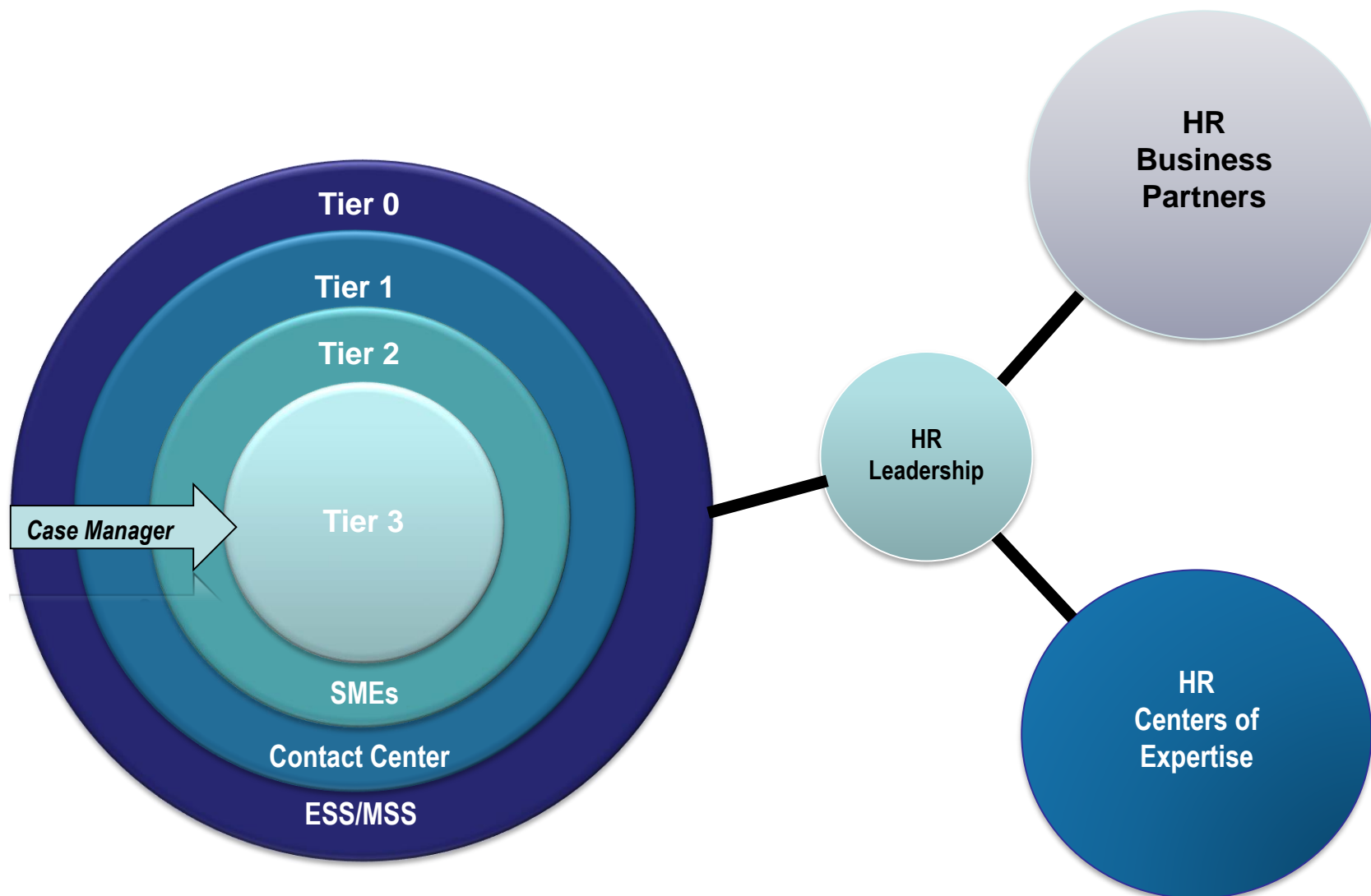




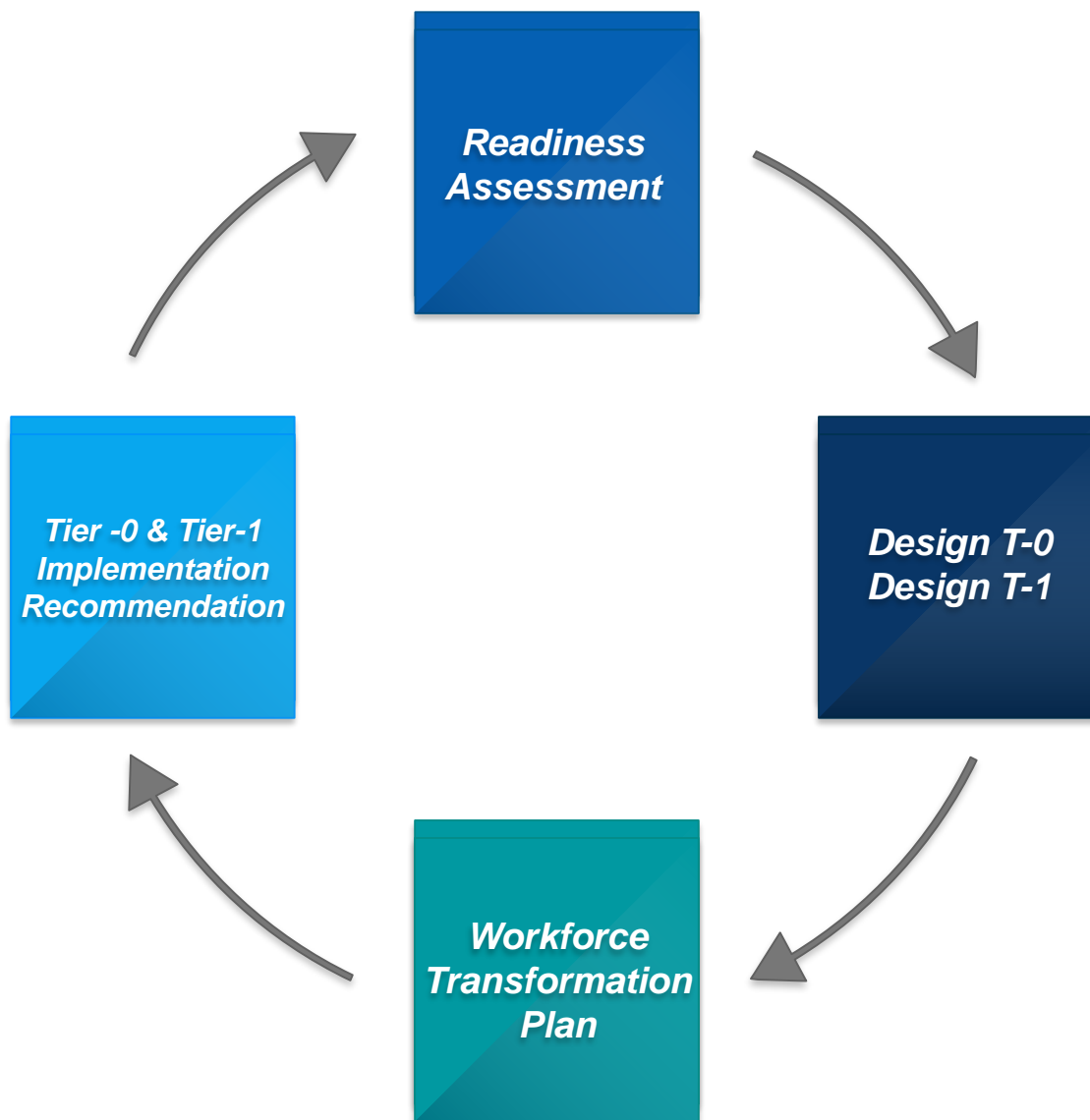
Intended Outcomes

- Increase customer service and satisfaction
- Optimize service delivery
- Leverage digital and automation technology
- Inform business operations with data analytics and reporting
- Evolve talent and skills

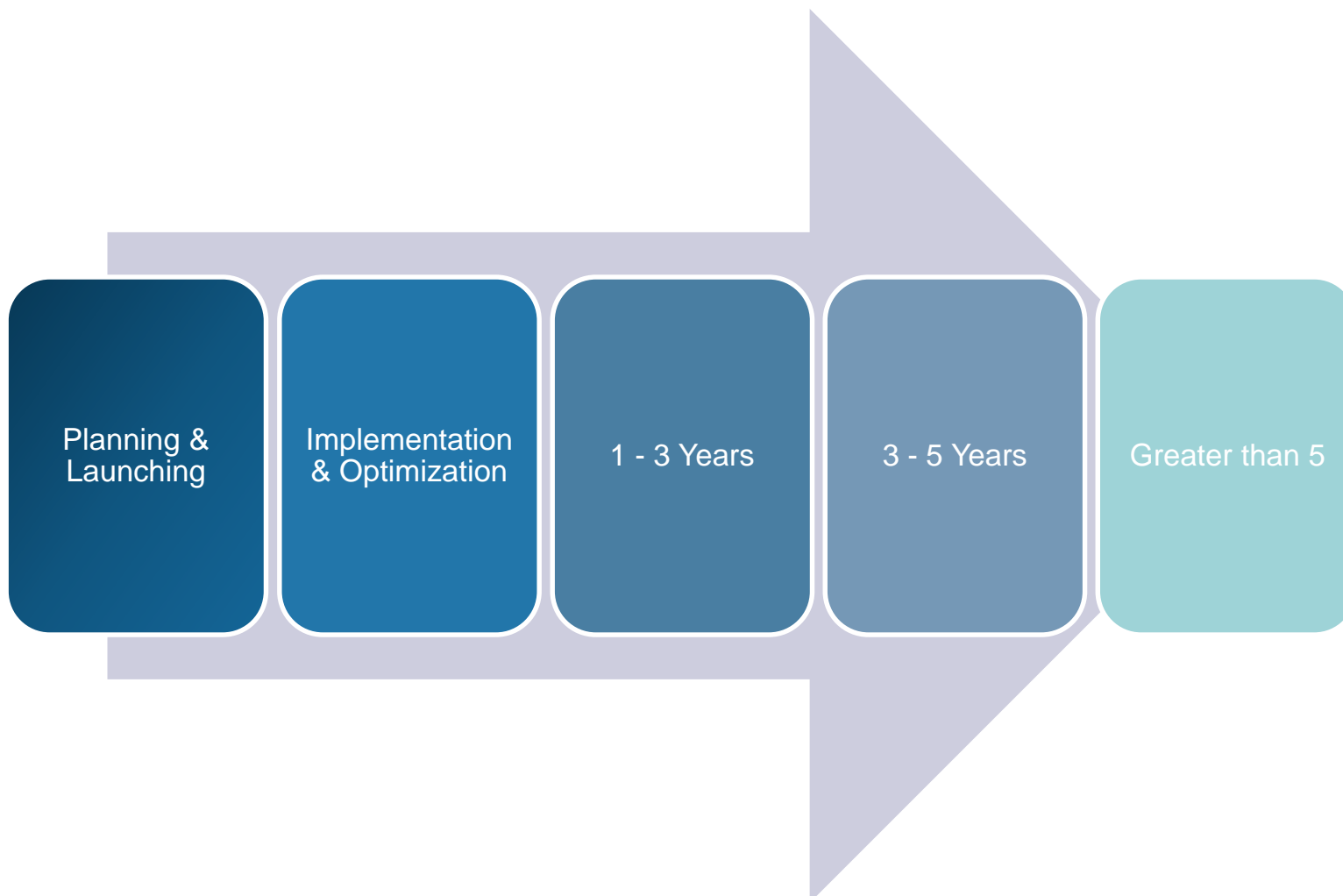
Proof-of-Concept...HRD



The Way Ahead



Timeline



AS IS.....TO BE.....TO BE EVEN BETTER



Your Experience and Ideas

Challenges to successful implementation of a technology-enhanced HR Shared Service delivery model?

Approaches to engage HR service providers in design and implementation of a technology-enhanced HR Shared Service delivery model?

Strategies to facilitate customer and service provider behaviors critical to technology-enhanced HR Shared Services delivery model success?

How did technology-enhanced HR Shared Services increase customer satisfaction; optimize service delivery; inform operations; evolve talent and skills in your organization?