

IT Service Sharing



**PROJECT KICK-OFF MEETING
SEPTEMBER 22, 2008**

How we got here



- CRCOG and others have long touted service sharing as one possible solution to the continued squeeze on municipal budgets
- CRCOG convened a service sharing steering committee in early 2007
 - Spin off group looked into opportunities for service sharing in the IT arena
- Last fall, OPM announced \$8.6 million in available grant money for service sharing projects
- The IT service sharing project was designed based on work done by the IT service sharing sub-group

Principles of Service Sharing



- Can take many forms
 - 2 towns; entire region
 - Mutual agreement among towns; assignment of duties to a 3rd party; provision of services by a large town to smaller ones
- Good projects should:
 - Allow you to do more for less
 - Improve efficiency, consistency, and/or customer service
 - Set a model that can be followed in other projects
- Need to create a service sharing mentality
 - **First** thought is *does it make more sense to do this collectively*

Findings of the IT Service Sharing Group



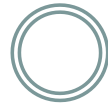
- Opportunities for improved coordination, greater consistency, and shared use of equipment, software, and infrastructure exist in the IT realm
- Service sharing does not make sense in all cases
- Some areas where cooperation may bring the greatest benefits are:
 - Joint development and/or sharing of applications
 - Developing common standards for new software systems
 - Facilitating data sharing and developing consistent data formats
 - Creation of a talent pool of IT experts available to numerous towns
 - Shared hardware, or leasing of hardware/capacity by towns with excess capacity
 - Identification of key legal/policy issues surrounding IT infrastructure and advocacy with the legislature to address these issues
- Greatest opportunities may exist in the medium to long term. However, to take advantage of these, towns should start communicating and working together now.

Elements of the Service Sharing Grant



- Assessment of IT issues and service sharing opportunities
- Establish mechanisms so that towns can share internally developed programs and other IT tools
- Create a mechanism so that towns can jointly procure and/or develop IT applications
- Identify and implement specific “pilot projects” in shared IT development and/or procurement.
- Develop mechanisms to sustain the IT service sharing initiative beyond the grant period.

Major Budget Categories



- Consulting support (needs assessment, implementation of pilot projects, other IT expertise) - \$120,000
- Project management and administrative support - \$27,500
- Pilot Projects - \$367,000

Identified Areas of Interest



- Document management/archiving
- E-mail archiving
- CRM
- On-line permit tracking
- Licensing (pets, fishing, hunting)
- IT Help Desks
- On-line financial transactions (payments)
- CAMA
- Arc-Pad based sign inventory
- Municipal Asset Tracking
- Disaster Recovery / IT Systems Backup

... these areas will be a focus, but not an exclusive focus, when identifying pilot projects

Participating Towns



1. Avon
2. Bloomfield
3. Bolton
4. Canton
5. Chaplin
6. Columbia
7. Coventry
8. East Granby
9. East Hampton
10. East Hartford
11. Enfield
12. Farmington
13. Glastonbury
14. Granby
15. Hebron
16. Manchester
17. Mansfield
18. Newington
19. Plainville
20. Rocky Hill
21. Scotland
22. Simsbury
23. South Windsor
24. Suffield
25. Tolland
26. Vernon
27. West Hartford
28. Wethersfield
29. Windham
30. Windsor

Desired Outcomes



- Better understanding of what opportunities exist and how to exploit them
- Pilot projects that demonstrate success and set a precedent for future service sharing
- Long-term mechanisms that promote a shared approach in IT
 - Make it easy to take the shared approach
 - Allow towns of all sizes to benefit
 - Improve consistency and quality of service at a lower cost
- Sustainability is key

Next Steps



- Clear understanding of towns' needs and capacities is critical for success
- CRCOG has secured the services of Sheldon Cohen of ICA Consulting to conduct the needs assessment and help us navigate this exciting project
- Mr. Cohen has extensive experience in municipal IT systems and has worked on these issues from all perspectives, ranging from deputy city manager to lead procurer of major systems