



Strategy | Consulting | Digital | Technology | Operations

A large, stylized purple arrow graphic pointing to the right, with a slight upward curve. It is positioned behind the text "High performance. Delivered."

High performance. Delivered.

**SELECTIVE MULTI-SOURCING
GIVES RISE TO SERVICE
INTEGRATION AND
MANAGEMENT (SIAM)**

PROVIDE MOBILE ACCESS
TO GOVERNMENT
SERVICES FOR CONSTITUENTS,
BUSINESS AND VISITORS

ENABLE CUSTOMER
SELF-SERVICE

GIVE PUBLIC SERVICE EMPLOYEES QUALITY DATA TO DO THEIR JOBS

RE-IMAGINE
DIGITAL GOVERNMENT SERVICES
TO MATCH CUSTOMER
EXPECTATIONS

PROVIDE A SECURE, SINGLE
DIGITAL ID
FOR CITIZEN INTERACTIONS

BREAK DOWN GOVERNMENT SILOS TO ENCOURAGE A COLLABORATIVE APPROACH IN PROVISIONING GOVERNMENT SERVICES

MAKE THE EXPERIENCE
CONSISTENT INTUTIVE
AND EASY-TO-NAVIGATE
ACROSS GOVERNMENT SERVICES

UNLEASH DESIGN
TO HELP
WORKERS

DEMONSTRATE FIRST-OF-ITS-KIND TECHNOLOGY LEADERSHIP WITHIN PUBLIC SERVICE

MAKE SMART DECISIONS AND
GET THEIR JOB DONE
EFFICIENTLY

RADICALLY

SIMPLY

CITIZENS' INTERACTIONS
WITH THEIR GOVERNMENTS

RE-IMAGINE THE DIGITAL EXPERIENCE
DIGITAL AT ITS CORE

MAKE PUBLIC SERVICE RELEVANT IN THE MOBILE AGE

CREATE A DIGITAL PATH
FOR CONSTITUENTS TO ACCESS SERVICES

REDEFINE
THE CUSTOMER
EXPERIENCE

EXPERIENCE
TO GOVERNMENT SERVICES

PROVIDE A SINGLE
POINT OF ENTRY
FOR CUSTOMERS TO ACCESS SERVICES

INNOVATE
THE CUSTOMER ENGAGEMENT EXPERIENCE

EMPOWER CLIENTS
WITH SELF-SERVICE
DEVELOPMENT TOOLS

GIVE CUSTOMERS
CONTROL
OF THEIR DATA

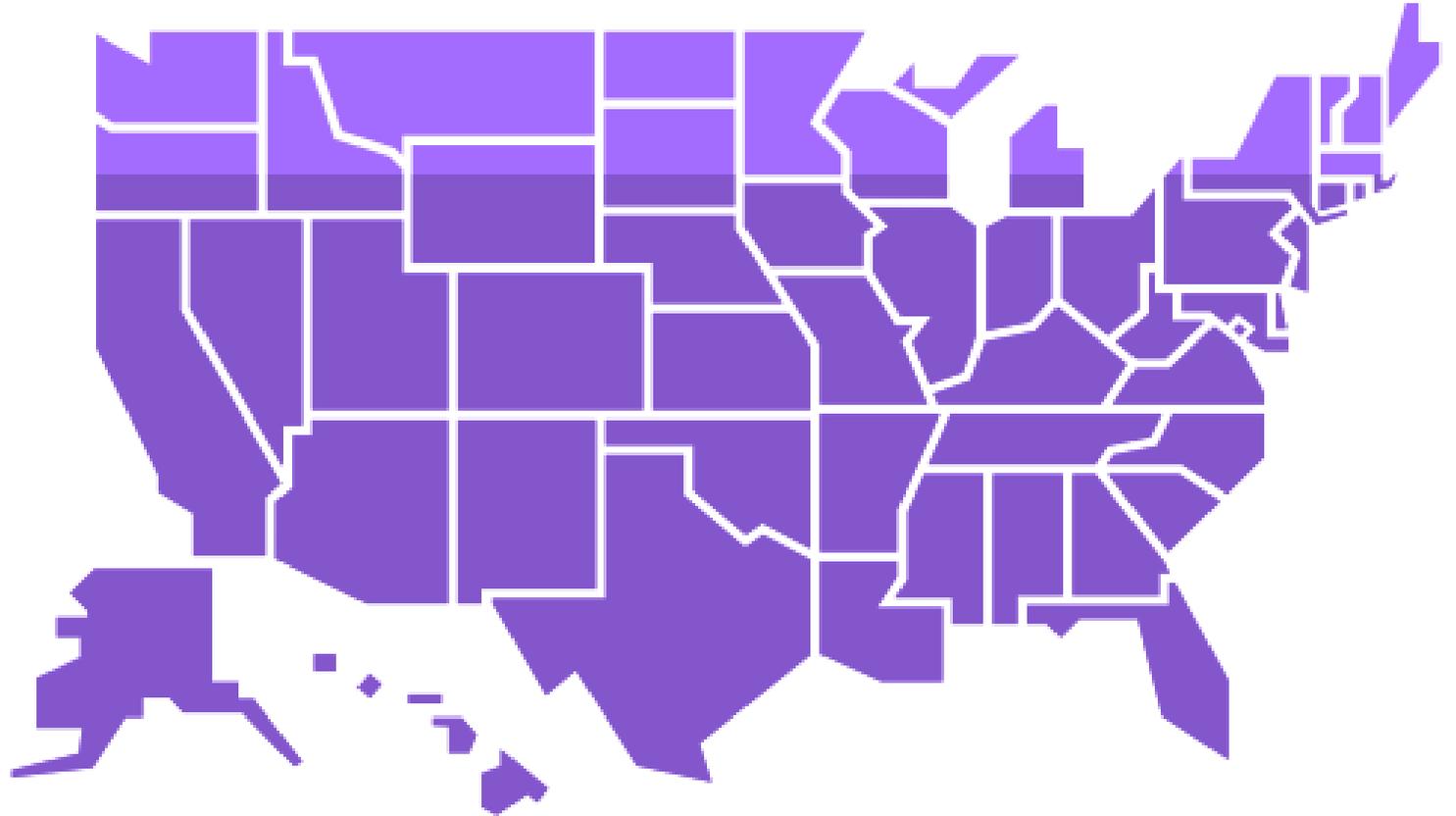
TRANSFORM
A COMPLEX CONNECTED
ECOSYSTEM
INTO AN ELEGANT & SIMPLE
SMARTPHONE APP

REDUCE BARRIERS
PREVENTING CONSTITUENTS
FROM ACCESSING SERVICES

MULTI-SOURCING & SIAM IN THE AGE OF DIGITAL GOVERNMENT

85%

...of citizens expect the same or better digital experience from government as they receive from commercial organizations...



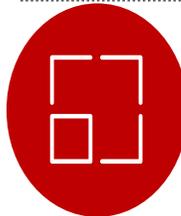
AS-A-SERVICE CAPABILITIES DISRUPTING TRADITIONAL MODELS



Processing demands **shifting to platform driven processes**



Software defined everything for just-in-time service



Scaling rapidly and elastically for **agile and adaptive sourcing**



Dedicating more time **driving innovation** and addressing business needs

Our business customer expectations stem from their **every day commercial digital experiences**... creating expectations of services to be provided by IT...but, budgets and **resources are tight**, and ability to adapt quickly is difficult.

GOOD IS NO LONGER GOOD ENOUGH

Government-as-a-Platform

Coming to a government near you...

CLOUD TECHNOLOGIES

Cloud technologies deliver IaaS, PaaS and SaaS offering more agile means to deliver services that can flex with business demand.

SELF SERVICE

Customers expect to provision many services directly, receive real time responses, and have choices in service type and level.

DIGITAL CITIZENS

Proliferation of digital archetypes like Amazon, Uber and PayPal increase pressure on business leaders to deliver more digital citizen services.

PLATFORMS

Platforms, open source, and citizen development democratize and federate IT services across the enterprise.

ARTIFICIAL INTELLIGENCE

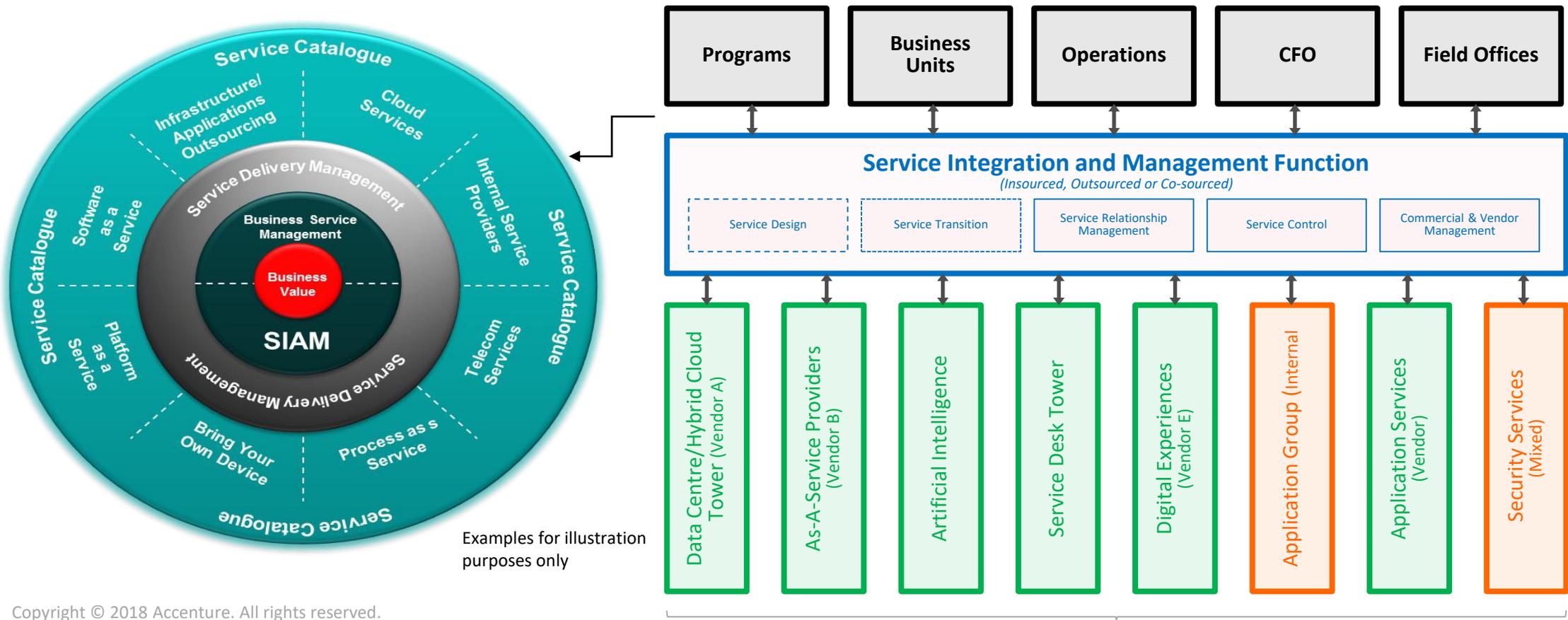
Artificial Intelligence drives need for 24*7*365 insights, capabilities and services to workers, citizens and stakeholders.

MULTI-SOURCING WITH SIAM ENABLING AGILE, INNOVATIVE AND ADAPTIVE MODELS TO MEET NEW DEMANDS AND DRIVE INNOVATION.

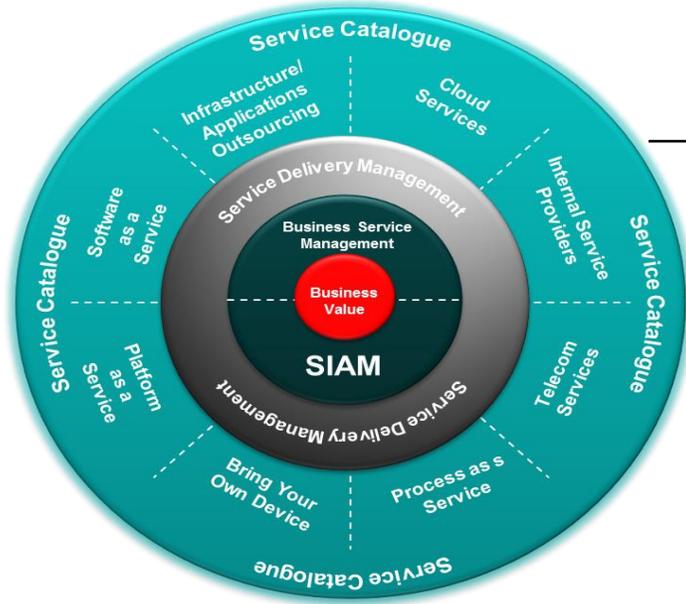
NEW DIGITAL TECHNOLOGIES, MULTI-SOURCING AND THE RISE OF SIAM

Multi-sourcing for more agility, capability and adaptability provided both internally and externally

Service Integration and Management (SIAM) to manage multiple capabilities and suppliers to provide a single set of agile and cohesive services.



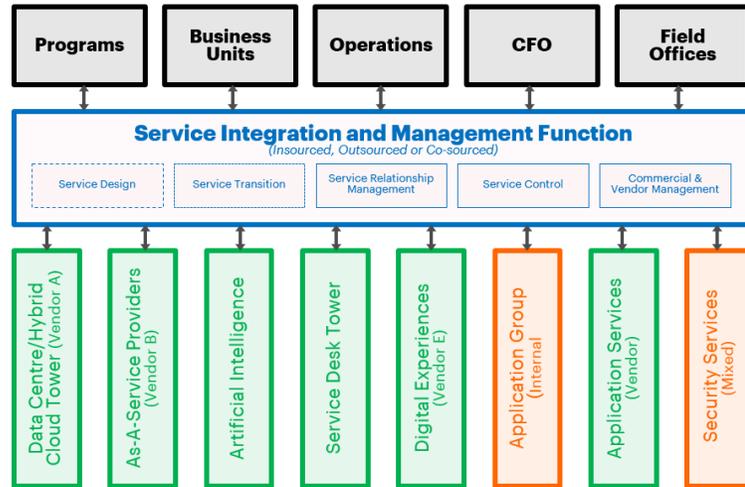
UNPACKING SERVICE COMPLEXITY



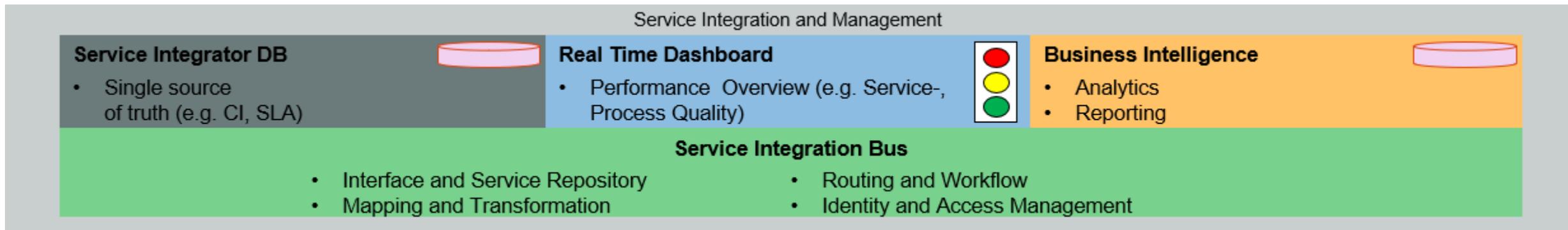
Service design to align with customer expectations and provide flexibility to address customer demand and different consumption requirements

- ✓ **DIFFERENT** CUSTOMERS AND OTHER BENEFICIARIES
- ✓ **DIFFERENT** BUSINESS OBJECTIVES AND ACTIVITIES
- ✓ **DIFFERENT** PATTERNS OF BUSINESS DEMAND
- ✓ **DIFFERENT** KEY BUSINESS EVENTS
- ✓ **DIFFERENT** BUDGETS
- ✓ **DIFFERENT** CUSTOMER/USER OBLIGATIONS
- ✓ **DIFFERENT** REGULATORY OR LEGAL REQUIREMENTS
- ✓ **DIFFERENT** BUSINESS CONTINUITY EXPECTATIONS
- ✓ **DIFFERENT** INFORMATION SECURITY NEEDS
- ✓ **DIFFERENT** BUSINESS RISKS AND CONSTRAINTS
- ✓ **DIFFERENT** BUSINESS OPPORTUNITIES
- ✓ **DIFFERENT** MEASURES OF SUCCESS

UNPACKING THE INTEGRATION LAYER



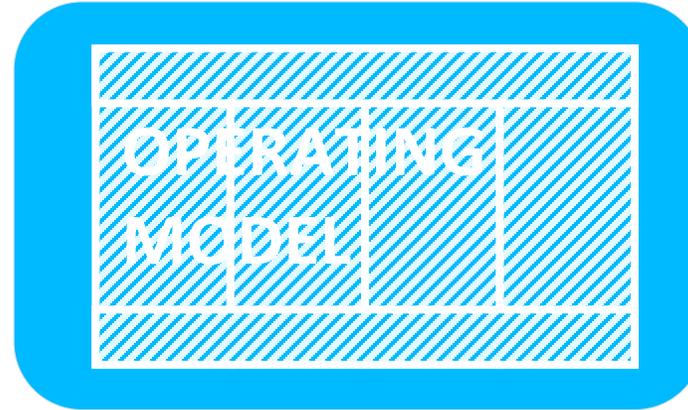
Service Integration and Management (SIAM) bus integrates services and platforms sourced from multiple capabilities and suppliers, including from Cloud, Digital and Traditional providers as well as internally provided on-premise and private cloud capabilities.



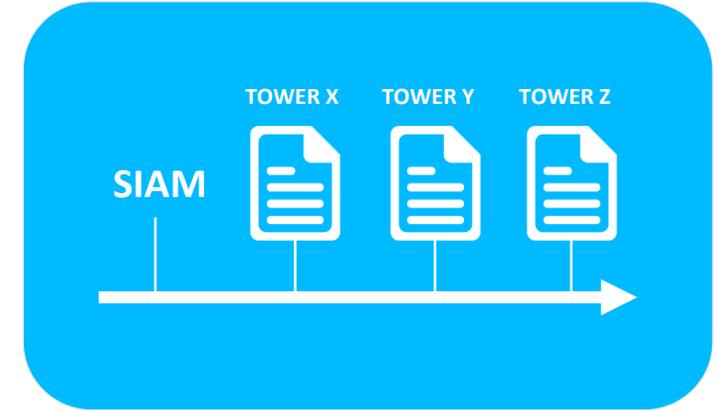
CREATING THE CONDITIONS FOR SIAM FAILURE... *success*



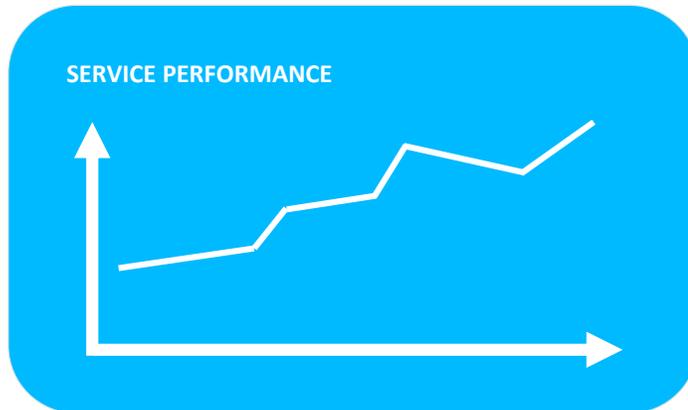
Get the Service Definition Right



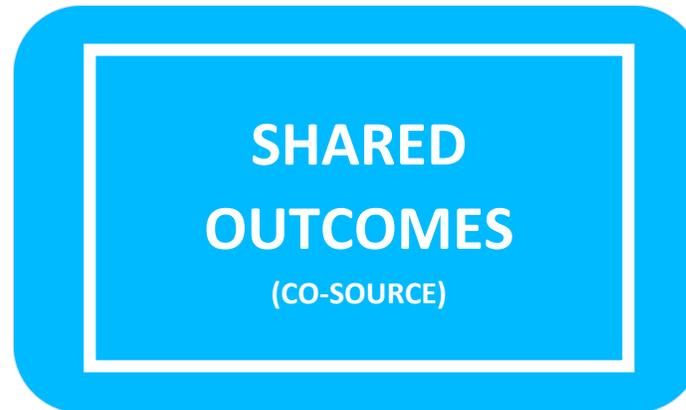
Address the Operating Model holistically



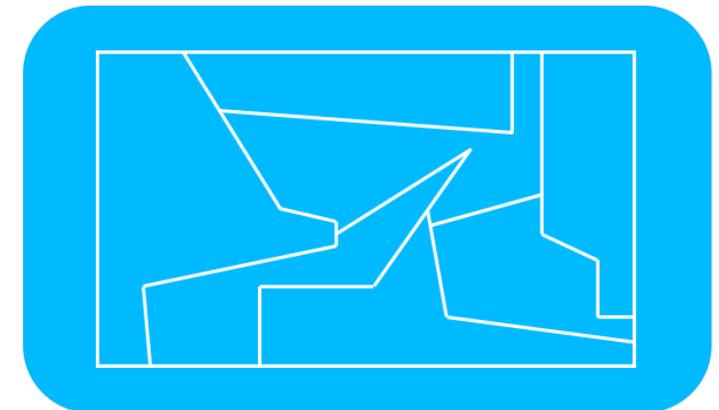
Place SIAM as an early priority to establish the glue for all



Focus on Business Performance



Establish Shared Outcomes with Providers



Ensure the pieces fit together and continuously improve

SIAM ADDRESSES THE CHALLENGES OF INTEGRATING MULTI-SOURCED SERVICES

Successful SIAM relies on 6 keys to be configured in a way that is fit-for-purpose to your organization, allowing you to orchestrate multiple services by multiple providers and capabilities.

THE 6 KEYS TO A SUCCESSFUL SIAM



Providing direction, leadership and day-to-day decision making to deliver Business value & Innovation



Designing leading integration and management services to drive quality and consistency across the whole IT service continuum and catalog



The means to measure, monitor, review, report on and drive continual improvement, including Provider performance



Business involvement in the definition of IT Services and prioritization of tasks to support those Services



The segregation of activities and definition of responsibilities organized to deliver value and services



The use of technology to gather, store, manipulate, use and report Service information