

Collapse, Consolidate, Unify



Rod Turk
Acting Chief Information Officer
Department of Commerce

Trite, but true! In order to have a strategic service or a shared service, you have to actually have in place a “service to share”.



What **Rod Turk** and his team faced early in FY17 was clear. Commerce needed to consolidate, collapse and unify services.

“We needed to bring unity to certain services; what we called strategic sourcing or strategic initiatives,” Mr. Turk explained. “The idea was we could do them better and offer a quality service at a lower price.”

To do that required a realignment of the organization and the way they did business.

“We found there were certain strategic skills we needed to enhance and bring forward within the organization to be successful,” he said. “We added a risk component; we also knew we were going to have significant outsourcing.”

That translated into driving changes in the way Commerce did business in contracting and in program management, using more Blanket Purchase Agreements (BPAs).

“You have to evolve with the technology,” Mr. Turk stated, “and Commerce now offers several strategic services that capitalize on that new organizational realignment.”

For example, Commerce has established an Enterprise Security Operations Center in Fairmount, WV, where the bulk of incident response and reporting is done.

“We basically ‘bake the cake’ for our components in terms of cybersecurity initiatives and being able to bring forward information about the systems to our components.”

In addition NOAA has developed a trusted internet connection (TIC) access point, which is approved and offered for use to all Commerce components. “The beauty of that is that it will save money for our telecommunications and connection to the internet — between 40 and 60 percent as we mature this,” Mr. Turk noted.

Another big success is Commerce’s CDM program in conjunction with DHS. It was really the first strategic sourcing slash strategic services initiative for Commerce and “broke the ice” for the rest of the components with a concerted strategic kind of offering, Mr. Turk said.

Holding IT Services To ISO 20000 Standards



Joe Klimavicz
Chief Information Officer
Department of Justice

ISO 20000 is a global standard that describes the requirements for an information technology service management (ITSM) system.



Technology is intrinsic to everything the Justice Department does and when IT goes down essentially the Department goes down.

“My office delivers key IT services to the Department. To mitigate risks posed by services, we have been pursuing ISO 20000 certification for the last two years,” CIO **Joe Klimavicz** explained.

ISO 20000 is a global standard that describes the requirements for an information technology service management (ITSM) system. The standard was developed to mirror the best practices described within the IT Infrastructure Library (ITIL) framework.

In 2017, those efforts were rewarded. “(In early December) my office celebrated becoming only one of three government organizations to achieve ISO 20000 certification,” noted Mr. Klimavicz.

With ISO 20000, DOJ is ensuring they follow best practices in the industry.

DOJ completed an exhaustive audit and 14 processes were certified such as business relationship management (BRM),

service level management (SLM) and information security according to Mr. Klimavicz.

“When you think about this, it positions us to provide better services, higher quality services and make sure those services are repeatable and consistent manner to support the mission,” he noted.

Additionally, Mr. Klimavicz wants to use the certification to position DOJ to continuously improve services and standardize them.

“It’s important and we are also able to develop a normalized set of metrics that we can use to compare to others not only in government but in the private sector as well.”

We were trying not to add additional work on to anybody’s plate, Mr. Klimavicz asserted.

“We want to make sure the processes and the metrics are really relevant to the job being done. We hold weekly and monthly reviews looking at those metrics; making sure we’re actually using them to our advantage and we are constantly getting better.”