# ITAPA 2007

## Outsourcing – How to Efectively Provide eGov Services

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# "Outsourcing in the eGov Sector - What are the drivers ?"

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# Outsourcing...

1. **Some kind of a new adrenaline sport ?**

2. **180.000 links found in Google.SK?**

3. **Hot marketing wave within the ITC industry?**

4. **An agreement with a supplier, it said he will operate certain portion of our ITC systems for us instead of doing it ourselves?**

   **What is it?**

5. **A smart way, how companies can partly eliminate the burden of operation and growth of supporting processes and fully focus on their core business?**

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# Outsourcing is:

➢ **An agreement, on which basis one organization provides services to another one, even though it could execute thouse services itself**

➢ **Utilization of external resources to accomplish the primary goals of the company**

➢ **A road to full-valued utilization of property without the need of investment**

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# Two subsets of Outsourcing (1)

**Outsourcing of operational ICT services**

**Covers diverse portions of ICT operations:**

- ➢ **Data Center**
- ➢ **Network infrastructure**
- ➢ **Printing and scanning services**
- ➢ **Applications**
- ➢ **Desktop management**
- ➢ **...**

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# Two subsets of Outsourcing (2)

## Business Process Outsourcing

De facto „privatization" of the entire business process – the provider of the services takes over the responsibility for the administration, optimization and the managaement of the business processes.

The provider usually shares the benefits as well as the risks of the business along with the customer

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# Outsourcing yesterday and today

➢ **Past = financial drivers – key driver for outsourcing projects was the reduction of the costs linked to the ICT operation**

➢ **Present = taking off the burden of supplementary functions and focus on core business**

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# Outsourcing – key drivers

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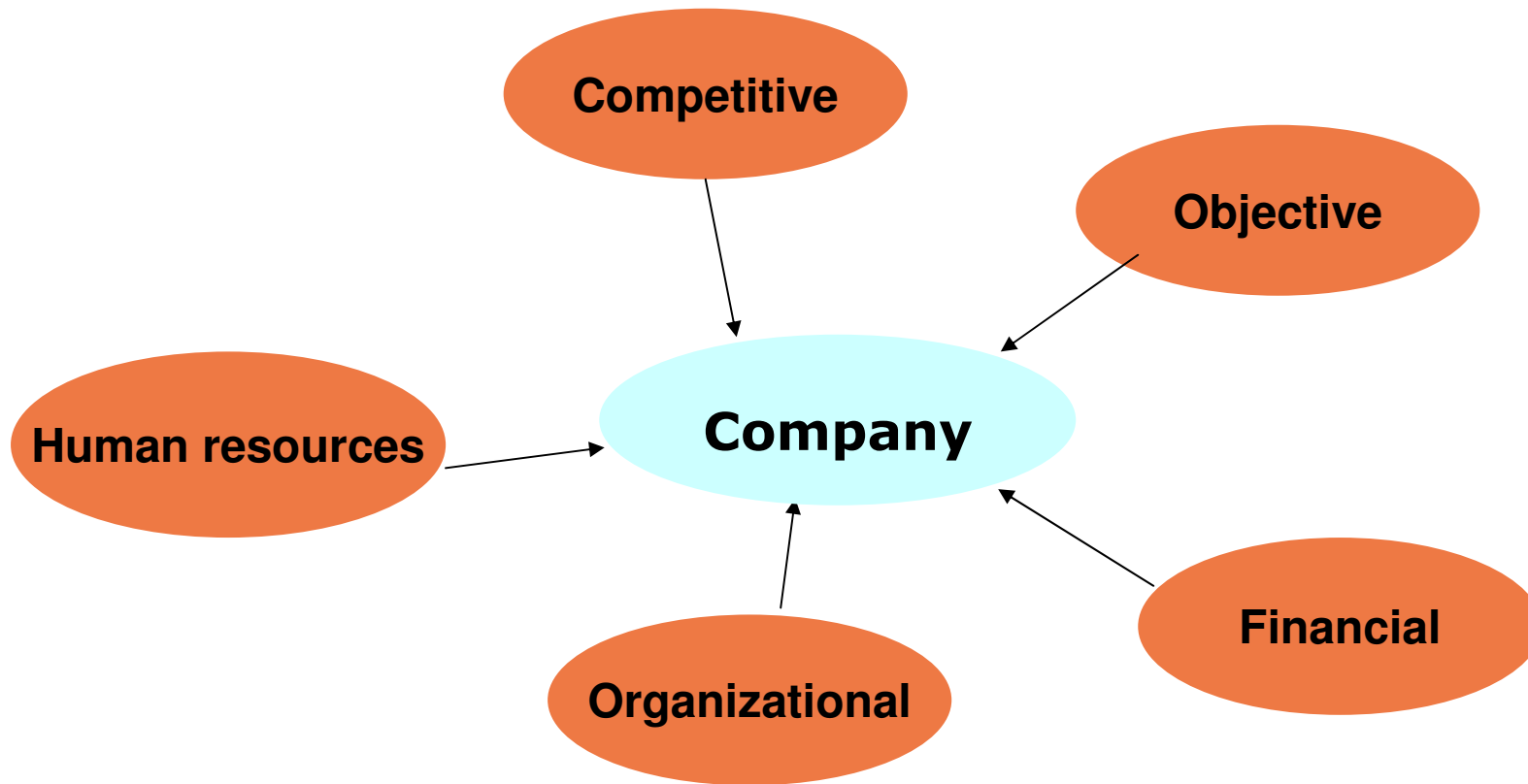
# eGov sector – Outsourcing key drivers

- Citizens are the Customers = Voters

- Profit is not the main criteria, yet it is the quality and avialability of the services for citizens

- Missing or insufficient SLAs

- Lack of qualified employees

- Executive employees are overhelmed with operative tasks related to support of ICT systems

- High demands on continuous adoption of the latest technologies

- Access to financial funds on time-limited basis

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# eGov Outsourcing

## How it works around the world

- ➢ **Traditional form in the USA, more than 10 years**

- ➢ **Responsibilities are shifting from the centralized governmental body toward the lower levels of governments**

- ➢ **NATO countries utilize outsourcing in military**

- ➢ **Europe – mostly partial outsourcing projects**

- ➢ **UK – high maturity of the public outsourcing market, joint transformation projects**

- ➢ **Rapid progress of outsourcing projects especially in NL, DK, SE, FR a DE**

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# eGov Outsourcing –

## Does it already work also in Slovakia?

- ➢ **SNSĽP – complex outsourcing of the ICT at the central and in the regional branches**

- ➢ **Datacentrum MF SR – complex multisourcing of the ICT services**

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