



Client Snapshot
General Services Administration
Unified Shared Service Management

Facilitating Shared Service Successes

Chevo has provided the General Services Administration (GSA) Unified Shared Service Management (USSM) Office Program Management support since 2016. USSM is part of GSA's Office of Government-wide Policy (OGP), which puts **Chevo** at the forefront of some of the largest and most complex projects across the federal, civilian government. USSM, established in October 2015, is driving the adoption of shared services in the Federal Government and published the Migration Modernization Management (M3) process to facilitate successful implementations.

BUSINESS CHALLENGES

The USSM Office is challenged with overseeing the shared service ecosystem and providing a consistent, long-term strategy for the expansion of administrative shared services (Financial Management, Human Resources, Acquisition, Travel, and Grants Management), in coordination with the White House Office of Management and Budget (OMB) and the Shared Services Governance Board (SSGB).

USSM Oversight is Based on Project Risk – The Shared Service Investment Review Board (IRB) needed to establish quantitative methods to determine the risk profile for each migration and determine the level of oversight that best supported USSM's goals. USSM needed standard procedures for consistently evaluating risk and determining the level of engagement based upon project type, agency type, and project risks.

Governance and Oversight Support – USSM needed support to develop and deploy a Risk Management tool across the Federal Government. Additionally, GSA needed support in managing oversight, including recommendations, action items, and meeting coordination for quarterly oversight and Tollgate reviews required by the M3 process.

M3 Playbook Enhancements and Tailoring – USSM needed to update the M3 process based upon lessons learned from customers' initial use of the framework. Agencies faced challenges in tailoring M3 for agency implementations and for different types of shared service projects, including migrations, modernizations, and service-type projects.



SERVICES DELIVERED

PROGRAM MANAGEMENT

- Project Management
- Risk Management
- Schedule Management
- Tollgate Review Support
- Interagency outreach, coordination, and communication
- M3 Process Support
- Systems Development Life Cycle Tailoring
- Website Support and Updates
- Support for Development of Interagency Memorandum
- Development of Standard Operating Procedures

CHEVO SOLUTION

Chevo supports the GSA USSM Office by delivering Project Management services. Our services include project scheduling, cross-agency communication, M3 tailoring, and facilitation of required M3 Tollgate Reviews. Our consultants are engaged in updating the M3, developing M3 templates such as the new Risk Assessment tool and creating new cost assessment templates, and are tailoring the M3 framework for service-only implementations.

Highlights of Chevo's services:

Project and Schedule Management – **Chevo** leverages our expertise in project management and scheduling processes to support USSM's oversight of higher risk shared service projects.

Maintenance and Enhancement of the M3 Playbook – **Chevo** updates the M3 Playbook to include lessons learned by Agencies and Shared Service Providers.

Health Assessments – **Chevo** authored USSM's new Health Assessment tool for assessing project risk at each M3 phase. The USSM Health Assessment is designed to provide a standardized framework for agency engagement with USSM around project risk, a process for performing risk analysis of shared services system implementations with the M3 Playbook, and recommendations for the frequency of USSM engagement with a project based on health assessment results.

Obtaining and Tracking Metrics – The Health Assessment tool provides metrics that agencies can track during implementation and guides a common assessment of risk over the five M3 Phases. The tool is based upon the OMB Enterprise Risk Management playbook and guides evaluation of risk across twelve risk categories that are leading indicators for project and USSM Leadership. Each migrating agency will perform a self-assessment, providing a risk mitigation strategy if results are medium or high risk. **Chevo** supports the USSM reviews of health assessments as well as the coordination of any resulting oversight.

Cross-Agency Collaboration – **Chevo** facilitates cross-agency collaboration between the agency, USSM, OMB, and Shared Service Providers necessary for USSM to operate effective M3 Tollgate reviews.

ABOUT CHEVO

Chevo Consulting, LLC (**Chevo**), is a Women-Owned Small Business (WOSB) that helps **change** and **evolve** federal agencies, their portfolios, and programs through practical implementation of unbiased advice. We are trusted advisors and practitioners in strategic, portfolio, program/project, and financial management.

Find out how **Chevo** and our consultants can help overcome your agency's specific challenges by contacting us at Info@ChevoConsulting.com.

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