

# Shared Services

## What is it?

- Traditionally, this has meant transferring back office activities to a professional Shared Service Centre (SSC) that undertakes these activities on behalf of many organisations.
- Shared Services offer a number of opportunities including:
  - Cheaper and quicker procurement of IT for Public Sector Shared Service suppliers.
  - Shared and flexible IT infrastructure will make the taking on of new users/customers by SSCs cheaper and quicker.
  - Adoption of Shared Services by small and medium sized public sector will be more financially viable.
  - More self service activities available online, reducing the costs of Shared Service Centres.
  - Full alignment with the concept of delivery through a Government Cloud infrastructure, from the Applications Store.

## Why?

- Approximately 20% reduction in the cost of back office activities.
- Professionalisation of the back office improves efficiency which, in turn improves tax payer value.
- Improved management information to inform decisions.
- Releasing of staff to front line roles.

## How?

- We will rationalise HR, finance and procurement delivery and by making better use of current technology such as Enterprise Resource Planning platforms.
- By 2020, Shared Services will be provided via the Applications Store for Government and Government Cloud.
- Traditionally, Shared Services have been used for corporate service activities such as HR, procurement and finance. However there are other opportunities for sharing services across the public sector, such as Civil Service pension administration, Grant Payments and Security Vetting.

## Contact

For further information email [shared.services@cabinet-office.x.gsi.gov.uk](mailto:shared.services@cabinet-office.x.gsi.gov.uk)