

# HMRC SHARED SERVICES

## Update & SLA principles

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# HMRC Update

- Corporate Shared Services organisation implemented, December 07
- 1.7k staff transferred into the new function
- Services delivered include finance, HR, procurement and training
- Priorities for new organisations:
  - Continuous improvement - processes & performance
  - Tighten continuity - systems & staff resources
  - Build external shared service capability - single service management approach

# HMRC Update

- Shared Services event with DWP
- Tomorrow, 15<sup>th</sup> February
- Objectives:
  - Explain HMRC and DWP shared services solutions
  - Identify the key decisions that need to be taken and in what order to engage with shared services
  - Clarify the departments / agencies shared service implementation plans

# SLA background

- Managed service delivered for Valuation Office Agency in July 2007
- Old SLA's not fit for this purpose
- New SLA principles agreed pre-go-live
- Detailed SLA post-live

# SLA principle “change control”

1) Government accounting rules, e.g.:

- Cost recovery
- No benefit sharing

2) Principle owner:

- Conforms to a single, vanilla design principle
- Pays the costs of a change

# Questions