Shared Administrative Services

Inter-American Development Bank

Escola Nacional de Administração Pública (ENAP)

Brasilia, Brazil  June 2017
Overview

- “Back-Office” services with focus on ICT Infrastructure
- Drivers for change
- Challenges & opportunities
“Back-Office” Services

• Definition of back-office functions
  – Internal functions and services as distinct from front-line services or services to citizens
  – Key examples
    • Finance
    • Human resources
    • Information and Communications Technology (ICT)
    • Procurement
    • Facilities and material management
Drivers for Consolidation

- Cost savings and cost avoidance
- Operational improvements
- Government modernization
- Capacity building
- Front-office improvements
Challenges & Opportunities

• Scope and pace of consolidation
• Organizational cultures
• Leadership
• Governance
• Partnerships
• Legacy systems
• Service expectations and client satisfaction
For more information:

Peter Bruce  
Senior Associate, Institute on Governance  
pbruce@iog.ca  
Tel. 1-613-562-0090  
www.iog.ca