



PMO/IT Management™ Sourcing Solutions

What is Sourcing?

ICF International defines sourcing as the practice of fulfilling an organizational need through effective internal service delivery teams or the acquisition of an industry partner's products or services.

- How can we best provision these services to get the work done? Can we successfully deliver in-house or do we need to seek a partner?
- How can we ensure that we get the best possible partner?
- How do we accurately document scope, requirements, terms & conditions to maintain flexibility in a changing business environment?
- What kinds of solution implementation approaches and tools are available to us?
- How should we set up management oversight to know what's going on while also providing delivery "breathing room"?
- What needs to be done to transition out a partner after the business relationship has ended?

Public sector agencies are being asked to deliver greater value to customers in the face of shrinking resources. They're constantly challenged to find better, more efficient ways to get mission-critical work done. One way to accomplish this is through effective sourcing.

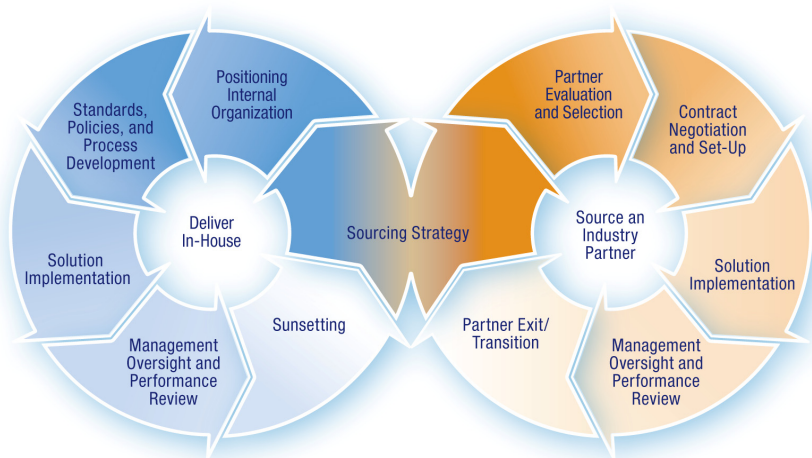
In recent years sourcing has become ubiquitous particularly in the IT arena - and for good reason. Private sector firms with IT as core competency abound. The objective evaluation and assessment of requirements leading to a sourcing decision transcends the old "better results for less cost" argument, and requires careful thought and consideration be given to service design and delivery elements such as product/service speed of delivery; customer expectations and service level requirements; quality/process maturity; skills requirements and availability; governance; and cultural, organizational and political fit.

If a federal agency has a need that can be met by outsourcing to an industry partner, having a sound approach in place to refine the business need and ensure they pick the right partner is critical. Similarly, if a determination is made to insource, having an equally sound approach to ensuring that the organization can succeed in meeting requirements is critical as well. ICF's diverse and longstanding history of helping federal agencies meet their sourcing challenges has led to the development of the ICF Sourcing Lifecycle, a proven approach to ensuring your service delivery requirements are met.

Our Approach

Developed from industry best practice and refined through real-world experience, the ICF approach to sourcing is cradle-to-grave, providing assistance in the strategy development and decision making process, followed by a comprehensive support model that spans the entire sourcing lifecycle. Our staff will help to develop a sourcing strategy on the front-end, and will follow through with support in solution implementation and performance assessment and evaluation on the back-end.

ICF International's Sourcing Lifecycle



Featured Solutions

IT Sourcing Strategy Support, US Department of Transportation (DOT). The DOT CIO engaged ICF to provide support in refining the service delivery catalogue to more accurately reflect the IT Services being delivered and the costs for those services; to examine alternatives for existing customer reimbursement mechanisms to improve cost transparency; to engage customer organizations in the alignment of vision, needs and expectations for the future and in the development of the statement of objectives (SOO) for the delivery of corresponding services; and to assist in the establishment of service levels and performance measurement processes. ICF also supported the migration of pilot regional field sites to the IT Services model, adapting the services catalogue and SOO as a result of lessons learned, and enabling the planning process for future migrations.

Restructure of Procurement Processes, Federal Aviation Administration (FAA). FAA’s CFO asked ICF International to help restructure and coordinate procurement processes through strategic sourcing. We identified new tools, such as on-line auctioning, to help procure needed commodities including equipment, office supplies, and IT hardware for FAA’s nine regional offices, two Centers and their headquarters locations. Service procurements, specifically for financial support and printing, were also coordinated across the agency, resulting in reduced costs and increased efficiencies.

Management Oversight and Performance Review Support, IT Services Center (ITSC), Department of Health and Human Services (HHS). HHS’s Office of the Secretary CIO asked ICF International to assist with management oversight of their 5-year IT infrastructure support contract which utilized a contractor-owner and operated (COCO) model. ICF provided oversight and performance management support, assisting government counterparts in the establishment of processes for monitoring and reporting contractor performance, as well as in the development and application of criteria for treatment of contract incentives and disincentives. Additionally ICF provided support for transition of a new program into the IT infrastructure support contract, facilitating process change and supporting cost and service negotiations.

	Approach 1: A La Carte Solutions	Approach 2: Sourcing Lifecycle Total Solution
Situation	Your organization has existing capabilities and activities, but desires to improve and/or supplement internal efforts in selected and prioritized phases	Your organization needs support with all aspects of the sourcing life-cycle for an important procurement(s)
Focus	<ul style="list-style-type: none"> Augmentation of current sourcing capabilities and activities being conducted by your organization Delivers “quick hit” projects in selected sourcing life-cycle stages Delivers medium-term to long-term support programs/projects in selected sourcing life-cycle stages 	<ul style="list-style-type: none"> Comprehensive sourcing life-cycle process and approach implemented within your organization Holistic approach to utilizing resources efficiently and effectively to implement a structured sourcing capability and team Expanded project framework targeted to peer level to ensure collaboration, knowledge sharing, and flexibility in scope and depth of delivery
Results & Benefits	<ul style="list-style-type: none"> Allows the internal organization to quickly acquire and leverage sourcing expertise in “surge” areas Defines specific “improvement tracks” and actions to build stronger internal sourcing capabilities Raises internal awareness of the importance of doing sourcing the right way 	<ul style="list-style-type: none"> Sets up internal sourcing team capability with operational buy-in and knowledge transfer to client organization Accelerates the organization’s best practice leadership in the area of sourcing Daily sourcing operations become embedded, as appropriate, with implementation of a sourcing life-cycle when a sourcing need arises

About ICF International

ICF International (NASDAQ:ICFI) partners with government and commercial clients to deliver professional services and technology solutions in the energy and climate change; environment and infrastructure; health, human services, and social programs; and homeland security and defense markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program life cycle, from research and analysis through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,500 employees serve these clients worldwide. ICF’s Web site is www.icfi.com.

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