

NORDIC SHARED SERVICE CENTRES FORUM

16.-17. November 2017

Ruth H. Jønsrud, communication director

New Director General



Hilde Singaas

Agenda

- Brief information about the Norwegian Government Agency for Financial Management
- Most recent news

DFØ's mission

Vision

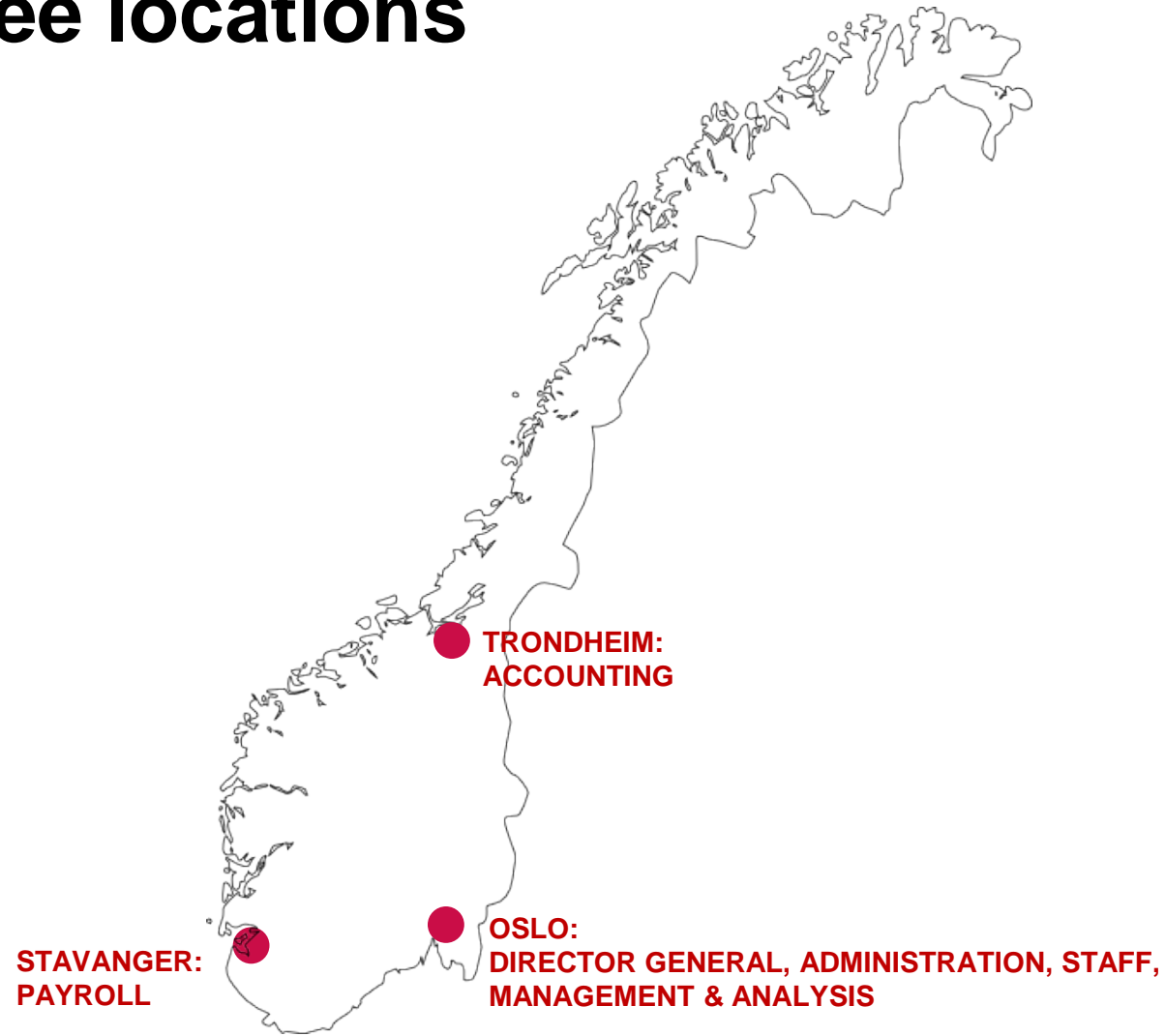
- Effective use of government resources

Objectives

- Good management in public sector entities
- Expedient shared services in the public sector

- DFØ's services yield synergy effects and large-scale operational benefits

Three locations



DFØ's main processes

Strategy, management and administration

Administer financial regulations, conclusions from fact-finding studies and CBA

Develop regulations

Process enquiries

Deliver shared services

Administer
group account scheme

Deliver
payroll services

Deliver accounting services

Deliver
central government accounts

Build competence in public sector entities

Develop professional
assessment base

Deliver analyses and
fact-finding reports

Deliver
Instructional guides

Convey
competence

Operate a
professional network

Support processes and joint framework

Administration

Client communication

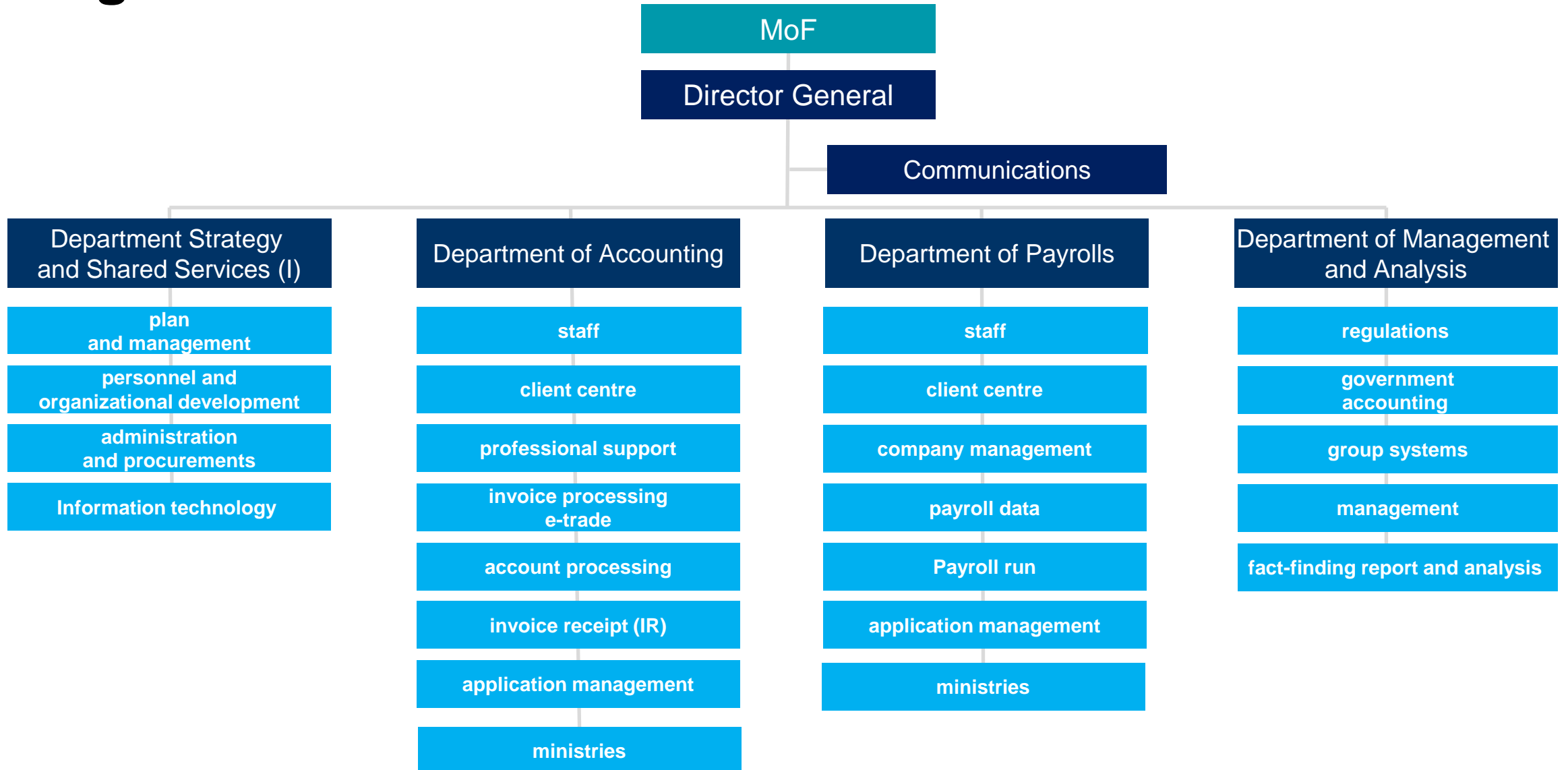
Project management

Process management

IT management

Service development

Organization of DFØ



Voluntary services with a high share of the market

Framework

- Government entities become clients of DFØ on a voluntary basis
- They are free to choose full service or basic service
- All clients have a formal agreement with DFØ
- The entities retain any gains/savings themselves
- The clients pay for licences and the costs involved in transferring tasks to DFØ
- DFØ's development costs are funded by the Ministry of Finance

Market share

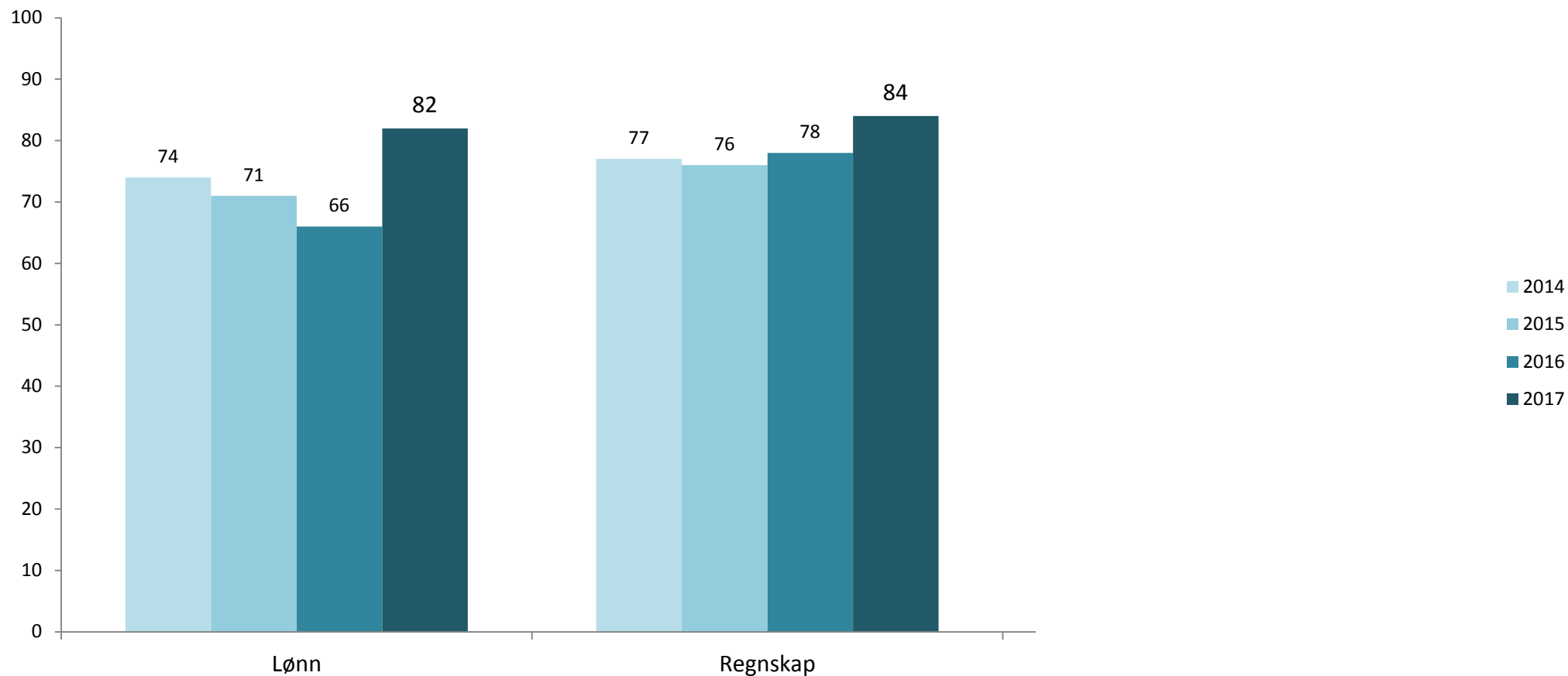
- 86 per cent of central government entities are clients
- Pressure to rationalize drives demand
- Several client intakes for entire sectors (health, environment)
- Running intake of new clients

Volume

- 205,000 persons on payroll
- 1 million invoices
- 550 billion NOK disbursed

Customer satisfaction survey

The proportion that responded positively



Most recent news

- More digital forms
- More functions in DFØ-app
- More end to end processes in digital workflow
- More self service
- Automation and use of robotics
- Chatbot – artificial intelligence

Strategy process 2017

Starting point for the work

Changes in the environment challenge today's strategy
Technology, efficiency requirements, customer expectations etc.

Business Issues

"How can DFØ strengthen its role as an expert on state governing, and as a preferred public service provider in the state?"

Status

Analyzes
Hypotheses and alternative strategies

Strategic questions - customer customization

New services
Funding and management of development funds
Strategic cooperation
consequences