

Center of Excellence

Design. Implement. Scale

OVERVIEW

Effective automation deployment in the Federal sector requires a Center of Excellence (CoE) to centralize and standardize governance. Without a clear vision and proven expertise, agencies can struggle to balance governance and productivity.

MSI’s approach to creating an optimal operating model seeks to establish agency-wide standards for governing automations while considering an individual agency’s strategy, size and complexity, management culture, organization design scheme, risk tolerance, and many other factors.

HOW WE CAN HELP

MSI has successfully designed, implemented, and scaled Centers of Excellence (CoE) for some of the federal government’s most progressive and efficient automation programs.

SERVICES

- Operational Assessment
- Operating Model Design
- Implementation Support

CENTER OF EXCELLENCE DESIGN (COE) - AT A GLANCE



Governance Model 1:
Centralized

Distinguishing Features:

- The COE is established within one executive office that serves the entire agency.
- The COE manages the entire lifecycle of development from ideation to deployment.

Scenarios for Deployment:

- Agencies with a low-risk tolerance.
- Agencies with a desire for centralized roll out and management.
- Agencies with centralized IT management and systems.



Governance Model 2:
Federated

Distinguishing Features:

- The COE is established within one executive office that provides standard-setting, policy, and overarching management.
- Automation programs work under the COE throughout the agency and can create automations for customer offices, if desired.

Scenarios for Deployment:

- Agencies with strong and well resourced bureaus/offices.



Governance Model 3:
Decentralized

Distinguishing Features:

- Multiple COEs are established within an agency, with individual RPA program(s) operating under their purview.
- The COE manages the entire lifecycle of development from ideation to deployment

Scenarios for Deployment:

- Large bureaus or offices exist in the agency with IT systems so unique that standardization and centralized management would be too difficult to achieve.

ABOUT US

Management Science and Innovation (MSI) is a boutique consulting firm with a 20 year history of solving our clients most complex management and operational challenges. We leverage proven approaches and a robust understanding of management science to help organizations rapidly achieve results. As a SBA-certified HUBZone small business, we are easy to contract with and have access to many large Federal vehicles.

LET'S CONNECT

ANDREW STEGMAIER
Chief Operating Officer
(E): astegmaier@msipros.com
(P): 240-671-4201

NICK SURKAMP
Practice Director
(E): nsurkamp@msipros.com
(P): 571-606-8200

